SỞ GIÁO DỤC VÀ ĐÀO TẠO HÀ NỘI

GIÁO TRÌNH

Tiếng Anh chuyên ngành Thương mại II

English for Business II

DÙNG TRONG CÁC TRƯỜNG
TRUNG HỌC CHUYÊN NGHIỆP

UYÊN
LIỆU

NHÀ XUẤT BẢN HÀ NỘI

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TRẦN THỊ PHƯƠNG MAI *(Chủ biên)*

GIÁO TRÌNH
ENGLISH FOR BUSINESS II

(Dùng trong các trường THCN)

ĐẠI HỌC THÁI NGUYÊN
TRUNG TÂM HỌC LIỆU

NHÀ XUẤT BẢN HÀ NỘI - 2007

Chủ biên:

TRẦN THỊ PHƯƠNG MAI

Tham gia biên soạn:

ĐỖ THỊ KIM OANH

NGUYỄN THỊ BÍCH NGỌC

Lời giới thiệu

Nước ta đang bước vào thời kỳ công nghiệp hóa, hiện đại hóa nhằm đưa Việt Nam trở thành nước công nghiệp văn minh, hiện đại.

Trong sự nghiệp cách mạng to lớn đó, công tác đào tạo nhân lực luôn giữ vai trò quan trọng. Báo cáo Chính trị của Ban Chấp hành Trung ương Đảng Cộng sản Việt Nam tại Đại hội Đảng toàn quốc lần thứ IX đã chỉ rõ: "Phát triển giáo dục và đào tạo là một trong những động lực quan trọng thúc đẩy sự nghiệp *công nghiệp hóa, hiện đại hóa*, là điều kiện để phát triển nguồn lực con người - yếu tố cơ bản để phát triển xã hội, tăng trưởng kinh tế nhanh và bền vững".

Quán triệt chủ trương, Nghị quyết của Đảng và Nhà nước và nhận thức đúng đắn về tầm quan trọng của chương trình, giáo trình đối với việc nâng cao chất lượng đào tạo, theo đề nghị của Sở Giáo dục và Đào tạo Hà Nội, ngày 23/9/2003, Ủy ban nhân dân thành phố Hà Nội đã ra Quyết định số 5620/QĐ-UB cho phép Sở Giáo dục và Đào tạo thực hiện đề án biên soạn chương trình, giáo trình trong các trường Trung học chuyên nghiệp (THCN) Hà Nội. Quyết định này thể hiện sự quan tâm sâu sắc của Thành ủy, UBND thành phố trong việc nâng cao chất lượng đào tạo và phát triển nguồn nhân lực Thủ đô.

Trên cơ sở chương trình khung của Bộ Giáo dục và Đào tạo ban hành và những kinh nghiệm rút ra từ thực tế đào tạo, Sở Giáo dục và Đào tạo đã chỉ đạo các trường THCN tổ chức biên soạn chương trình, giáo trình một cách khoa học, hệ

thống và cập nhật những kiến thức thực tiễn phù hợp với đối tượng học sinh THCN Hà Nội.

Bộ giáo trình này là tài liệu giảng dạy và học tập trong các trường THCN ở Hà Nội, đồng thời là tài liệu tham khảo hữu ích cho các trường có đào tạo các ngành kỹ thuật - nghiệp vụ và đông đảo bạn đọc quan tâm đến vấn đề hướng nghiệp, dạy nghề.

Việc tổ chức biên soạn bộ chương trình, giáo trình này là một trong nhiều hoạt động thiết thực của ngành giáo dục và đào tạo Thủ đô để kỷ niệm "50 năm giải phóng Thủ đô", "50 năm thành lập ngành" và hướng tới kỷ niệm "1000 năm Thăng Long - Hà Nội".

Sở Giáo dục và Đào tạo Hà Nội chân thành cảm ơn Thành ủy, UBND, các sở, ban, ngành của Thành phố, Vụ Giáo dục chuyên nghiệp Bộ Giáo dục và Đào tạo, các nhà khoa học, các chuyên gia đầu ngành, các giảng viên, các nhà quản lý, các nhà doanh nghiệp đã tạo điều kiện giúp đỡ, đóng góp ý kiến, tham gia Hội đồng phản biện, Hội đồng thẩm định và Hội đồng nghiệm thu các chương trình, giáo trình.

Đây là lần đầu tiên Sở Giáo dục và Đào tạo Hà Nội tổ chức biên soạn chương trình, giáo trình. Dù đã hết sức cố gắng nhưng chắc chắn không tránh khỏi thiếu sót, bất cập. Chúng tôi mong nhận được những ý kiến đóng góp của bạn đọc để từng bước hoàn thiện bộ giáo trình trong các lần tái bản sau.

GIÁM ĐỐC SỞ GIÁO DỤC VÀ ĐÀO TẠO

INTRODUCTION

AIMS OF THE BOOK

English for Business II is a course book in English designed for students who are learning courses on business application. The book covers the four language skills of listening, speaking, reading and writing, as well as improving pronunciation and building vocabulary. Particular emphasis is placed on reading. The primary goal of the book is to provide grammatical knowledge, some technical terms, words relating to business area, that is, to better the students' ability to use the language according to professional situations and apply to practical job.

COURSE LENGTH

The course contains 150 hours of class instruction time, of which hours for theory and 80 hours for practice.

ORGANIZATION OF THE BOOK

The book is divided into 10 main units and 2 review units. Each main unit focuses on a topic related to a professional situation and follows the same teaching sequence.

Keys, wordlist, appendix, tape-script, information file and language reference are at the back of the book as the reference for teachers and students.

Structure of a main unit

Presentation includes suggested questions aiming to provide useful information involved in the topic given in the unit and to develop vocabulary as well as speaking skill.

Listening The listening activities develop a wide variety of listening strategies, including listening for gist, listening for details and inferring meaning from

context. Charts or graphics are often accompany red with these task-based exercises to lend support to students.

Reading The reading has two parts: a text and introduction to different kinds of business level. The readings develop a variety of reading strategies, including reading for details, skimming, scanning and making inferences. Sometimes included are pre-reading and post-reading questions in which the topic of the reading is used as a springboard to discussion.

Language Study The new grammar of each unit is presented and is followed by practice activities. Different kinds of exercises for speaking and grammatical drills such as pair work, group work, or role-play provide more opportunities for student practice of the new language items that have just been presented.

Vocabulary develops students' vocabulary through a variety of interesting tasks, such as word map and collocation exercises. Vocabulary activities are usually followed by written or oral practice that helps students understand how to use the vocabulary in context.

Speaking teaches students how to present an issue. Speaking tasks involve the use of new structures and words, concentrating on the topic of the unit.

Writing The writing exercises include practical writing tasks that extend and reinforce the teaching points in the unit and help develop students' writing skills.

Review units

The review units consolidate the students' knowledge learned from five previous units with a variety of practical exercises.

METHOD OF STUDY

English for Business II teaches students how to use English for very popular professional situations. Students are provided with useful language from the course book. In addition, students have the opportunity to personalize the language they have learnt, make use of their own language and experiences and express their ideas and opinions. In order to study the most effectively, students must be hard-working, active, try to read more references and to memorize vocabulary as well. Outside classroom practice is also a good studying method.

UNIT	1. MEETING PEOPLE Page 11	2. ON THE PHONE Page 28
LANGUAGE FUNCTIONS	• Getting information • Describing jobs • Writing personal profiles	• Starting calls • Taking and leaving messages • Asking for and giving repetition • Ending a call
LANGUAGE STUDY	• Introduction • Prepositions- jobs • *Wh*- question forms, Present Simple tense	• *Can / could / may I....?* • *Can / could / would you?* • Instant decisions: *I'll.....*
PRONUNCIATION	• Word stress	• Spelling the alphabet, saying telephone number
VOCABULARY	• Countries and nationalities • Job titles	• Telephoning expressions • *lend* and *borrow*
UNIT	**3. MEETING** Page 50	**4. COMPANY** Page 68
LANGUAGE FUNCTIONS	• Stating and asking for opinions • Interrupting and handling interruptions • Making suggestions • Asking for and giving clarification • Justifying decisions • Delaying decisions • Ending the meeting	• Company profiles • Facilities • Organizations • Describing responsibilities • Talking about current activities • Company strengths

LANGUAGE STUDY	• *Should* • Expressing opinions • *Going to* (future) • *Why don't we.....?/* • *Shall we.....?* *We could.....*	• Present continuous, present simple tenses • *Have/ Has got* • *It is/ There is/ There are*
PRONUNCIATION	• Vowel sounds	• -s ending: /s/, /z /, / iz /
VOCABULARY	• Phrasal verbs	• Company departments • Company activities
UNIT	**5. PRODUCTS - SERVICES** Page 85	**6. VISITING A COMPANY** Page 111
LANGUAGE FUNCTIONS	• Explaining technical processes • Description • Size and dimension	• Achievements • Describing systems and processes • Company history
LANGUAGE STUDY	• Adjectives • *was* and *were* • *What was it like?* • Dimensions	• Present Perfect and Past Simple tenses • *For* and *since*, *ever* and *never* • Passive voice • *Sequencers*
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VOCABULARY		• *Make* and *do* collocations

UNIT	7. BUSINESS TRAVELS Page 131	8. COMPARING INFORMATION Page 148
LANGUAGE FUNCTIONS	• Air travel • Rules and regulations • *Future possibilities* • Company policy	• Comparing sales figures • Comparing companies • Comparing countries
LANGUAGE STUDY	• Modals expressing obligation • *Mustn't* and *don't have to* • Open conditionals	• Comparatives and superlatives *-er / more than...* *as... as.* *The - est / the most...*
PRONUNCIATION	• Voiced and unvoiced consonant sounds	• Stress patterns in words
VOCABULARY	• Travel-related words	• Jobs and occupations Suffixes: -er /-est
UNIT	9. DEALING WITH PROBLEMS Page 166	10. DEVELOPMENTS Page 183
LANGUAGE FUNCTIONS	• Talking about consequences • Hypothesizing • Complaining and apologizing • Making suggestions • Discussing solutions	• Discussing improvements • Describing changes • Describing graphs • Giving reasons

LANGUAGE STUDY	• *would / might / could* • Second conditional • *Supposing....*	• Verbs of change: *rise, fall*, etc. • Adjectives and adverbs
PRONUNCIATION	• Contrastive in sentences	• Words with silent letters
VOCABULARY	• Terms of trade	• Charts and graphs

Unit 1

MEETING PEOPLE

Objectives

- Mastering ***Present Simple*** tense
- Greeting and responding
- Introducing yourself and the others
- Forming appropriate manner.

Contents

Language functions:	Getting information
	Describing jobs
	Writing personal profiles
Language study:	Introduction
	Prepositions- jobs
	Wh- question forms, Present Simple tense
Pronunciation:	Word stress
Vocabulary:	Countries and nationalities
	Job titles

PRESENTATION

I. Do you know the other people in the class? Introduce yourself to everyone.

Good afternoon. My name is..... and I work for/ in.....

II. Look at the people in the photographs.

1. Where are they?
2. Is it a formal or informal situation?
3. What are they doing?

III. Listen to the conversations and match each one to the correct picture. {1}

IV. Listen to the first conversation again and complete this conversation.

Louise	Mr Velazquez,..... you to Peter Brien.
	Peter,..... Mr Velazquez of Telefonica de Espana.
Mr Velazquez	.....?
Peter	.....?
Louise	Peter works for our New York branch. He's..... international accounts.

LISTENING

I. Put the following conversation in the right order. Write numbers in the boxes. The first has been done for you. Then listen to the second conversation again and check your answers. {2}

○	***Sven***	Not bad, thanks.
○	***Thomas***	Yes, I do. How are you, Sven?
❶	***Thomas***	Welcome to Oxford. It's nice to see you again.
○	***Sven***	Fine. Thanks, Thomas. And you?
○	***Thomas***	Good. Let's go upstairs and have some coffee.
○	***Thomas***	Fine. How was your trip?
○	***Ulla***	And you? Do you know my colleague, Sven Olsen?

II. Listen to the third conversation again and correct the mistakes in these sentences. {3}

Bob, Liz and Luigi are in ~~an office~~. a pub

a. It's the morning.

b. Liz and Guigi are colleagues.

c. Luigi is in the banking business.

READING

I. Read this article about a businessman called George Wong. Suggest possible words to fill the spaces.

GEORGE WONG

George Wong comes.....(1) Italy but he lives in Hong Kong. He's sixty-five years.....(2) age, very successful, and he.....(3) his job. He is Chairman of Parkview, a property development, ship building, and distribution business.

In his free time, George listens to Rock music.....(4) likes bands like Led Zeppelin and T Rex. He has ten.....(5), including a Ferrati 512TR, an Aston Martin Lagonda, a Lamborghini Diablo, three Mercedes, and a Mini. It's an unusual Mini.....(6) it has a television, fridge and karaoke machine inside.

George hates numbers. He says he.....(7) bad.....(8) things like balance sheets and profit and loss accounts, and he also.....(9) ties. He never.....(10) one.

Below are some answers. Read the article again and make questions for these answers.

1.....

He comes from Taiwan.

2.....

He lives in Hong Kong.

3.....

He's 45.

4.....

George listens to Rock music.

5. .....

His Mini has a television, fridge and karaoke machine inside.

II. Read the text below and decide if these statements are true (T) or false (F).

1. The *Nikkei Weekly* is written in Japanese.	⏲
2. It reports stories from American newspapers and magazines.	⏲
3. Nikkei is a large publisher.	⏲
4. Three million people read the *Nikkei Weekly*	⏲

Do you want to know
what the Japanese are thinking?
(Then read what they're reading)

****

Every week the *Nikkei Weekly* reports in English all the major stories appearing in the Japanese business newspapers and magazines. You get the same news the Japanese are getting. The *Nikkei Weekly* is published by Nikkei, the number one business newspapers and magazines including the Nihon Keizai Shimbun, which has a circulation of 3,000,000. Through these publications, Nikkei gives the Japanese people the news and views that shape what they are thinking. If you want to know what the Japanese are thinking, read the *Nikkei Weekly*.

III. Read the text again and answer these questions.

1. Who's Nikkei?
2. How many people read the *Nikkei Weekly* in Japan?
3. What things does Nikkei give the Japanese?

LANGUAGE STUDY

- Prepositions- jobs
- Wh- question forms, Present Simple tense

I. Five people are visiting your company this morning. Look at their business cards, ask and answer questions about them.

What's his/ her name?

Where does he/ she work?

What nationality is he/ she?

Who does he/ she work for?

What's his/ her position in the company?

IV. Here are some answers, but what are the questions?

1. How do you do?
2. Perez.
3. P-E-R-E-Z.
4. I'm American.
5. No, I'm single.
6. Honda.
7. They produce and sell cars.
8. R&D department.
9. I'm an engineer.
10. English, Spanish, and French.

Write some questions to ask a partner. Ask about:

- their company
- their job
- their responsibilities
- their hobbies and interests.

V. Study the words in bold type in these sentences.

I'm	***a*** financial controller.	(***a/ an*** + job)
	an accountant.	
I work ***for*** IBM.		(***for*** + employer)
I'm ***in***	marketing.	(***in*** + type of work)
	the chemicals business.	
	chemicals.	

Complete this conversation. Use *a, an, for*, and *in*

A What do you do for a living?

B I'm..... computers.

A Really? Who do you work..... ?

B Microsoft. I'm..... financial manager. What about you?

A I work..... Ford.

B So, you're..... the car business?

A Yes. I'm..... accountant.

Complete these sentences about yourself.

1. I'm a/ an.....
2. I work for.....
3. I'm in.....
4. I'm in charge of.....
5. I'm responsible for.....
6. I'm responsible to.....

Think of three people you work with. Write their names and job titles.

Example:

Name	Job titles
Richard Baldwin	*Personnel Manager Director*
1.....	.....
2.....	.....
3.....	.....

Now write some sentences about their jobs.

Guessing game

Think of a job. Take it in turns to describe it to the whole class. Your classmates can make questions to get more information about the job. They have to guess what the job is.

PRONUNCIATION

I. Listen to these words. Mark the syllable where the main stress falls. {4}

Example international

a. construction	e. European
b. engineer	f. responsible
c. headquarters	g. responsibilities
d. financial	h. nationality

II. Now practise saying the words. Make sure you stress the right syllable.

VOCABULARY

Sony is a **Japanese** *company. The headquarters are in* **Japan**.

nationality — country

I. What about these companies?

1. Honda	6. L'Oréal
2. IBM	7. Rolls-Royce
3. Olivetti	8. Nestlé
4. Ericsson	9. Siemens
5. Norsk Hydro	10. Philips

II. Complete the chart below.

Country	Nationality
Japan	Japanese
The USA	
	Italian
Sweden	
	Norwegian
France	
	British
Switzerland	
German	
The Netherlands	
Argentina	
	Greek
Turkey	
Portugal	

III. What countries and organizations does your company have contact with?

IV. Which divisions would you expect the following people to work in?

a. assembly-line worker.....
b. graduate trainee.....
c. accounts clerk.....
d. sales executive.....
e. office supervisor.....
f. scientist.....
g. personnel officer.....
h. foreman.....

Which department/s would you be most interested in working in? Why?

V. Complete the sentences using the prepositions in the box below.

in	*for*	*with*	*to*	*of*

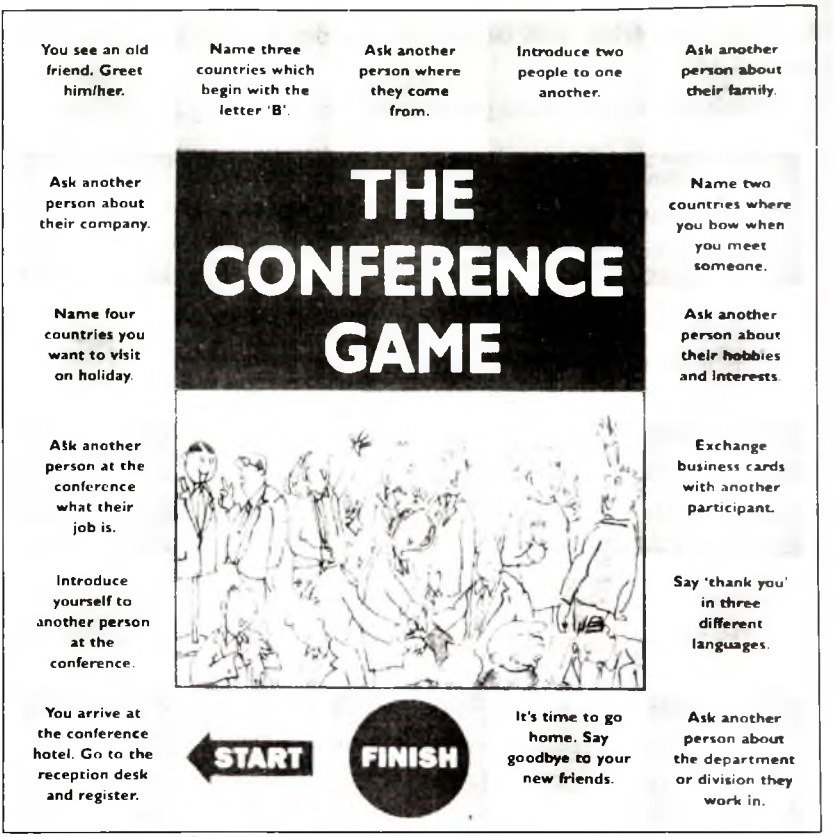
1. The foreman is.....in..... charge.....of..... the workers in his section.
2. The production manager reports..... the managing director. She is responsible..... the smooth running of production.
3. Jane works..... computers. She deals..... customer support.
4. The personnel officer is responsible..... the managing director.

SPEAKING

I. Work in twos or threes. You are participants at an international conference. Toss a coin to move.

- Heads: move one square
- Tails: move two squares

Follow the instructions on each square and start a conversation. The first person to finish is the winner.



II. Interview a partner about their learning objectives.

1. Why do they want to learn English?
2. Who do they want to communicate with in English?
3. What do they want to practise most: reading, writing, listening or speaking?
4. How many hours a week do they spend learning English?
5. What equipment and materials do they have to help them learn English?
6. What equipment and materials do they want to buy?

III. Work in groups. Practise introducing people. Introduce:

- two people in a formal situation.
- two people in an informal situation.
- yourself at a company reception desk.
- yourself to a new colleague.
- yourself to a foreign visitor you are meeting at an airport.

The phrases below will help you.

May I introduce you to.....?	..... this is.....
How do you do?	How do you do?
Do you know....?	..... this is....
Hello./ Hi.	Pleased/ Nice to meet you.
Good afternoon/ Good morning.	I have an appointment to see....
My name is.....	
I don't think we've met. I'm....	
Excuse me. Are you Mrs Susan? I'm.....	

IV. When do we say *good morning, good afternoon, good evening* and *good night?*

V. Now work in pairs. You are meeting your partner at the airport. The notes below and the conversation above will help you.

Student A	Student B
Introduce yourself.	
Check your partner's name.	
	Confirm your partner is right.
	Welcome your partner to your country.
Thank your partner.	
	Ask your partner about the flight.
Tell your partner about the flight.	
	Offer help with the luggage/ baggage.
Accept the offer of help.	

VI. Work in pairs.

Student B: You are driving a visitor to the centre of Milan in Italy from the airport. Tell your partner something about Milan. The notes below will help you.

Student A: Ask your partner for information about Milan.

Milan

Attractions:

Cathedral, Castle Sforza, Galleria Vittorio Emanuele II (shopping arcade)

La Scala opera house

Fashionable shopping streets

Distance: Florence: 250km/ Rome: 450km/ Turin: 120 km

Population: 1,000,000 (approx)

Economy: banking, fashion, engineering and chemical industries

WRITING

I. Read the profile of Peter Sung and then write another profile about yourself. Use the points below to help you.

name *company* *Responsibilities* *nationality*
position in the company *hobbies* *home town*

PETER SUNG

My name is Peter Sung and I'm Scottish. I live in Hadlow, a lovely English village near London, and I work for the Swire Group, Britain's largest private company. The Group's activities are divided into five business areas: shipping, aviation, property, industries, and trading. Our best known company is Carthey Pacific Airways.

I work at our London head office; I'm head of Corporate Finance, and I'm responsible for developing the business of the Group.

I'm always very busy and I don't have much free time, but when I do, I like skiing and I grow my own vegetables, just for fun.

II. A visitor is coming to your company. You are meeting him/ her for the first time. Write down some questions you can ask.

1.....

2.....

3.....

4.....

5.....

III. Look at this list of participants for an IT conference in Toronto. Use the information below to help you fill in the gaps, as in the example.

Ms Ishikazi's first name is Minako.

Minako and Alicia are colleagues.

The Spanish woman lives with Igor.

Mr Nanni is a salesman.

The translator is 28

Minako and Miho are both Japanese.

Igor and Miho are the same age.

TORONTO 5TH INTERNATIONAL INFORMATION TECHNOLOGY CONFERENCE					
Name	*Minako* 1 *Ishikazi*	Igor Teploukhin	Claudio 4	Alicia Lopez	Miho Ikuta
Company	2	Telefonica	LRC	IBM	Sony
Job	Systems analyst	Engineer	Salesman	5	Designer
Nationality	Japanese	Russian	Italian	Spanish	6
Residence	Barcelona	3	Rome	Madrid	Tokyo
Age	26	32	43	28	7

Write some sentences about each of them.

NEW WORDS

after sales service (n)	dịch vụ sau bán hàng
auditor (n)	kiểm toán viên
Board of Director (n)	Ban giám đốc
cable system (n)	hệ thống cáp
campaign (n)	chiến dịch
cash management (n)	việc quản lý tiền tệ
communication system (n)	hệ thống thông tin
construction business (n)	ngành kinh doanh xây dựng
corporate finance (n)	tài chính công ty
customer accounts (n)	kế toán khách hàng
deal with (v)	giao dịch với
distribution (n)	sự phân phối
executive management (n)	quản lý điều hành
finance controller (n)	kế toán trưởng/ người kiểm soát tài chính
financial service (n)	dịch vụ tài chính
human resource (n)	nguồn nhân lực
invoice (n)	hoá đơn
maintenance (n)	sự bảo quản, bảo dưỡng
microwave system (n)	hệ thống vi ba
mobile radio system (n)	hệ thống thông tin di động
multiplex system (n)	hệ thống đa phức
organization chart (n)	biểu đồ tổ chức
oversea visitor (n)	khách nước ngoài
packaging (n)	việc đóng gói
participant (n)	người tham dự
personal profile (n)	sơ lược tiểu sử cá nhân
position (n)	vị trí
product manager (n)	giám đốc sản xuất
recruit (v)	tuyển dụng

sales (n)	việc bán hàng/ lượng hàng bán được
space system (n)	hệ thống mặt bằng
supply (n)	hàng cung ứng
taxation (n)	thuế
teleflex (n)	viễn thông
toss (v)	tung lên
training (n)	huấn luyện

Unit 2

ON THE PHONE

Objectives

- Mastering *Can / could / may I.....?*
  Can / could / would you.....?
  Instant decisions: *I'll... .....*
- Making arrangements over the phone.
- Being polite and self-confident

Contents

Language functions:	Starting calls
	Taking and leaving messages
	Asking for and giving repetition
	Ending a call
Language study:	*Can / could / may I.....?*
	Can / could / would you.....?
	Instant decisions: *I'll.....*
Pronunciation:	Spelling the alphabet, saying telephone number
Vocabulary:	Telephoning expressions
	lend and *borrow*

PRESENTATION

I. Study the forms below. What are they for?

Listen to two telephone conversations and complete the forms.

Conversation 1

SALES PROSPECT

GALAXY

COMPUTER SUPPLIES

CUSTOMER DETAILS

NAME

COMPANY

ADDRESSS

FAX

TEL.

AREAS OF INTEREST (TICK ✓)

FIRESAFE CABINETS

BZ9 ☐ BZ10 ☐ BZ11 ☐

ACTION NECESSARY (TICK ✓)

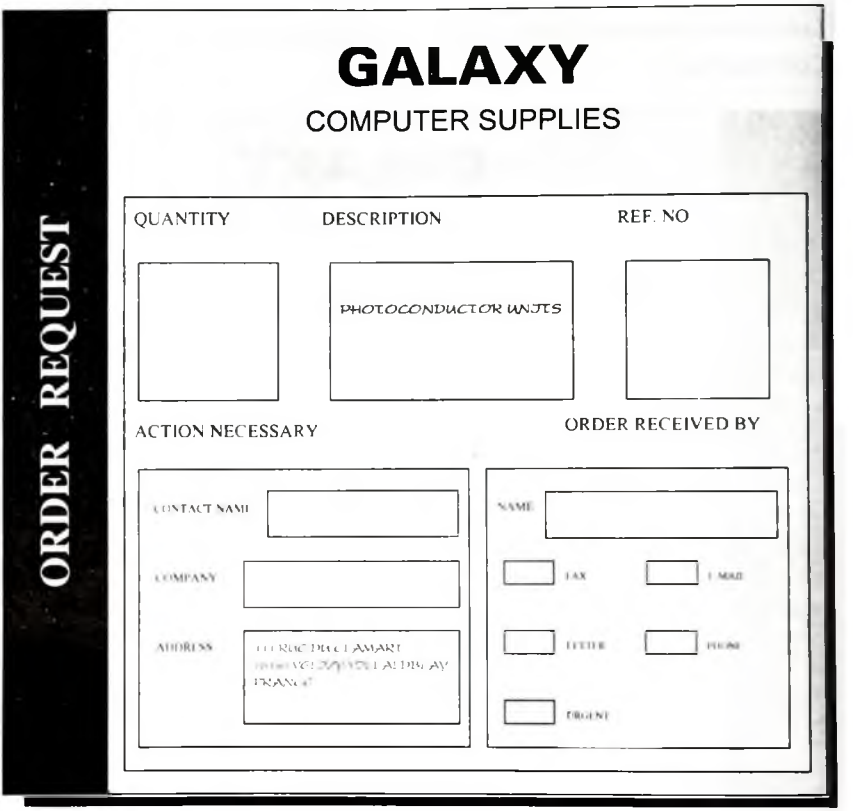
Send brochure/ Sales literature ☐

Send quote ☐

Arrange a sales visit ☐

Phone back ☐

Conversation 2



ORDER REQUEST

GALAXY

COMPUTER SUPPLIES

QUANTITY	DESCRIPTION	REF. NO
	PHOTOCONDUCTOR UNITS	

ACTION NECESSARY

CONTACT NAME

COMPANY

ADDRESS

ORDER RECEIVED BY

NAME

FAX

E-MAIL

LETTER

PHONE

URGENT

II. Listen to the conversations again and answer these questions.

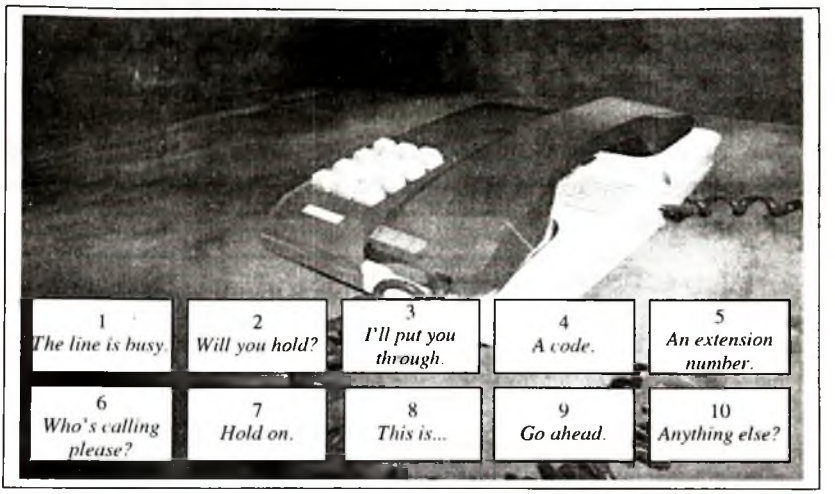
{5} a. Why doesn't the switchboard operator connect the caller immediately?

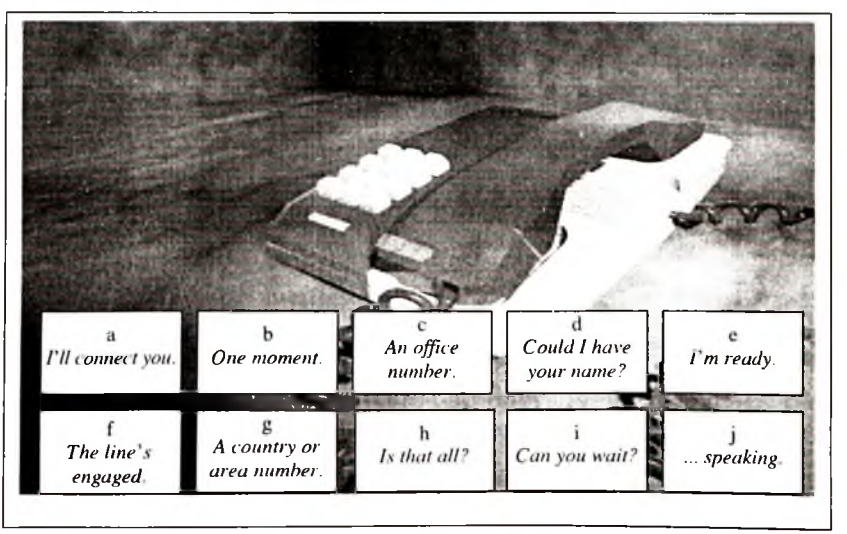
b. What does the woman say she'll do?

{6} c. What question does Christophe Terrien ask about the photoconductor units?

d. What does Mary Thacher ask Christophe Terrien to do?

III. Match the words and phrases (1-10) with similar meanings (a-j).





LISTENING

I. Listen to a message on a telephone answering machine and answer these questions. {7}

a. Where is Anne Parker going?

b. How can you reach her?

II. One of Anne's colleagues listened to Anne's messages and made notes. Listen to the call, find the mistakes in the note below, and correct them. {8}

A MESSAGE FOR: *Anne Parker*

FROM: *Jerry* ON TEL. NO: 01223 50621

Can't make Tuesday meeting. Please call him tomorrow to fix another time.

☐ PLEASE CALL BACK
☐ WILL CALL AGAIN
☐ URGENT

III. Now listen to another caller and complete this message. {9}

A MESSAGE FOR: *Anne Parker*

FROM: ON TEL. NO:

☐ PLEASE CALL BACK
☐ WILL CALL AGAIN
☐ URGENT

IV. Listen to a different recorded message.

Who is it for and what is their extension number? {10}

V. A business journalist is writing an article about fitness centres. He telephones Life Health Clubs to arrange an interview. Listen to the conversation and answer the following questions. {11}

c. Where is the Marketing Director?

d. Why can't he speak to the Sales Director?

e. Who does he finally speak to?

VI. Work with a partner and try to complete this chart with the words used in the dialogue. Listen and check, then practise the dialogue with your partner.

Receptionist	Journalist
Answers telephone: *Life Health Clubs. How can I help?*	
	Introduces himself: *Hi..... George Lawrence.* *I..... from Washington.* **Asks for Marketing Director:** *..... speak to the Marketing Director, please?*
Apologizes: *..... he's in a meeting all day.* **Offers to take a message:** *..... take a message?*	
	Asks for Sales Director: *..... the Sales Director?*
Asks caller to wait: *..... the line, please.* **Apologizes:** *..... Mr Lawrence, but his line is busy.* **Makes a suggestion:** *Can I.....?*	
	Explains reason for call: *..... to arrange a visit.*
Offers to transfer him to right department: *In that case,..... to our Public Relations Department.*	

READING

I. In this telephone dialogue the underlined expressions are impolite or incorrect. Find better expressions, as in the example.

A: Hello. Are you Estrada's secretary?	1. *Is that*
B: Yes, it's me.	2. .....
A: I want to speak to Estrada, please.	3. .....
B: What's your name?	4. .....
A: It's Simon.	
A: Wait a moment.	5. .....
B: OK...	
A: Excuse me she's in the meeting.	6. .....
B: You tell her to call me back.	7. .....
A: What's your number?	8. .....
A: 002-345-1268	
B: OK. I tell her.	9. .....
A: Good.	10.....

II. Read these extracts from telephone calls. Who do you think is talking? What do you think they are talking about?

1 A I'll see you outside the bank at 10.30 then.
B No, I said 10.28.
A OK, 10.28.
B And don't forget to change the number-plates.

2 A It's Mr Carter on line 5.
B Not again! Could you tell him I'm busy, Terry.
A I did, but he says he'll wait.
B Oh, all right then. Put him through.

3 A I'm afraid no one is available to take your call.
B Oh no, I hate these things.
A Please leave your name and number after the tone.
B Er hello,... er... I'll call back later.

4 A Darling, it's me. Can you talk?
B Wait a minute. Yes, I think so, but be quick.
A I can't stop thinking about you.
B Thank you for calling, Mr Smith. I'll put a catalogue in the post for you right away.

5 A I'm on my last unit.
B Hold on, Janet, I'll get a pencil....OK.
A I'm on 0391.....
B Oh no!

6 A All in all the legal fees come to $40,000
B That's very reasonable. That's one four, I hope.
A No, Mr Brown, four zero. I'm afraid.
B What? For four weeks' work? You must be joking!

III. Match the telephone expressions in A with the responses in B. They are from different telephone conversations.

1. Could I speak to David, please?	a. Yes, please. Could you tell him...?
2. I'm afraid the line is busy.	b. This is Piers Olsen.
3. Could you spell that, please?	c. Can I leave a message?
4. Can I take a message?	d. Yes, speaking.
5. Sorry, she's away today.	e. Yes, of course. I'll put you through.
6. Hold the line, please.	f. OK, I'll hold.
7. Who's calling, please?	g. Certainly. It's T-H-O-M-P-S-O-N
8. Is that Sarah?	h. OK. I'll call back in a few minutes.

LANGUAGE STUDY

- *Can / could / may I....?*
- *Can / could / would you?*
- Instant decisions: *I'll.....*

I. Study these phrases for starting calls.

IDENTIFYING WHO IS SPEAKING	SAYING WHO YOU WANT TO SPEAK TO
This is Jack Wallers.	Could I speak to.....?
Jack Wallers speaking.	Can I
Is that Julia?	I' d like to speak to.....
	Extension 438, please.

II. Supply the missing words in these conversations.

1. ***Ms Brunet:*** Accounts Department, good afternoon.
   Mr Keller: ..... Melanie Collins, please?
   Ms Brunet: Hold on. I'll get her.

2. ***Mrs Collins:*** Hello, Accounts.
   Mr Keller: ..... Melanie Collins, please.
   Mrs Collins: .....

3. ***Switchboard:*** Curtis Holdings.
   Mr Keller: ..... 364, please.
   Miss Delmont: Personnel Department.
   Mr Keller: ..... Jean Delmont?
   Miss Delmont: Yes,..... How can I help you, Mr Keller?

III. Sometimes we meet new situations or problems and we have to say what action we'll take.

A The line's busy.
B I'll call back later.

A Could you take a message?
B Hold on. I'll get a pencil.

A I'm sorry, she is out at the moment.
B Can/ Could I leave a message for her?
Could you give her a message?

Decide what to do in these situations.

Example:

A *I'm afraid your bus is delayed.*

B *I'll take a taxi.*

1. I'm afraid your train is delayed. *(taxi)*
2. The Director is busy just now. *(tomorrow)*
3. We need some more ink. *(order)*
4. They don't speak English. *(interpreter)*
5. This quotation is too high. *(another supplier)*
6. I have to go to our factory next Tuesday. *(a lift)*
7. They want written confirmation of the order. *(fax)*
8. Mrs Bell just fainted. *(water)*

IV. Sometimes the line is bad and we need to ask for or give repetition.

Would you mind spelling that, please?

I'm sorry, could you say that again?

Could you repeat your name, please?

I beg your pardon. I didn't catch that.

Right, let me read that back to you.

V. Sometimes the person we phone is not available. Match these reasons to the right picture

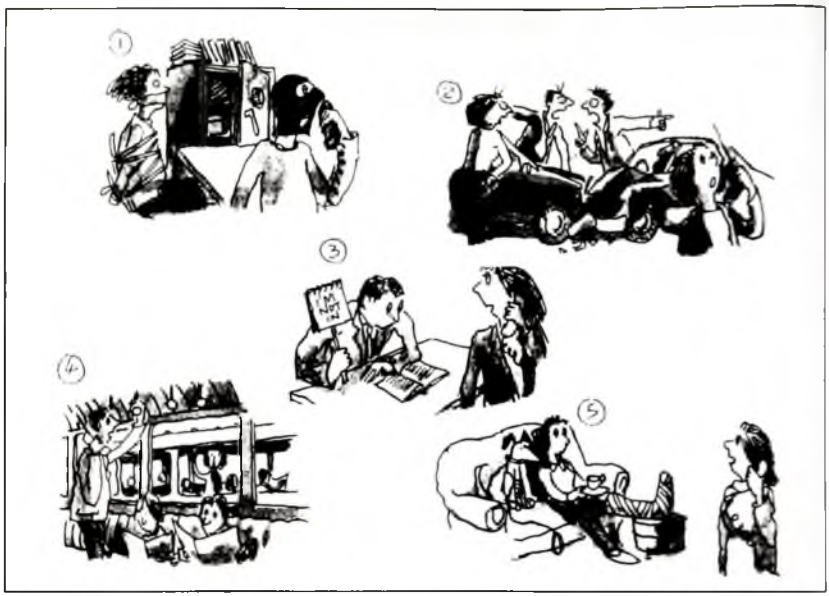
a. I'm afraid she's on the other line.

b. I'm afraid she's off sick.

c. I'm afraid she's tied up at the moment.

d. I'm afraid he's in a meeting.

e. I'm afraid he's not here just now.



Think of other reasons.

VI. Study these phrases for ending a call.

OK. I think that's all.

Thanks very much for your help.

Please call if you need anything else.

- Thank you for calling.

- Thanks. See you.

- Good bye and thanks.

- Bye.

PRONUNCIATION

I. Can you spell English words over the phone? Listen to the English alphabet and look at the chart. All the letters with similar sounds are grouped together. {12}

1 page	2 see	3 ten	4 five	5] home	6 too	7 arm
A	B	F	I	O	Q	R
H	C	L	Y		U	
J	D	M			W	
K	E	N				
	G	S				
	P	X				
	T					
	V					

Z is pronounced /zed/ in British English and /zi:/ in American English.

II. Study the chart for a moment then close your book and try writing it on your own.

III. Listen and write down the words you hear spelt. {13, 14, 15, 16, 17}

1. .....
2. .....
3. .....
4. .....
5. .....

IV. Work with a partner. Take it in turns to dictate abbreviations and write them down. One person dictates the abbreviations below, and the other dictates the ones in File 1 on page 210.

IBM	FOB	OPEC	VIP	FTA
EU	VDU	EDP	CIF	AFTA
JAL	AGM	FBI	IT	NGO
UNDP	WTO			

V. Do you know what the letters stand for?

VI. Notice these different ways of saying telephone and fax numbers.

75920	seven five nine two oh seven five nine two zero	(British English) (American English)
3387	double three eight seven three three eight seven	(British English) (American English)

Exchange your work and home numbers with a partner.

VII. Work with a partner. Take it in turns to dictate telephone numbers and write them down. One person dictates the telephone numbers below, and the other dictates the ones in File 2 on page 210.

36725

69922

944012

32571 372245

25 375 287761

Note: In phone and fax numbers, English speakers normally group the numbers in threes, not in twos as is common elsewhere in Europe.

386306 - three eight six, three oh six

not ~~three eight, six three, oh six~~

VOCABULARY

I. We use these phrases to ask other people to do things.

Can you.....? *Could you.....?* *Would you.....?*

You are on the phone. What do you say in these situations?

a. You can't hear the other person.

b. You want them to repeat something.

c. They are speaking too fast.

d. You want them to spell a word.

e. You want them to transfer you to the Marketing Department.

II. Practise using these expressions with a partner. Ask him/ her to:

a. spell his/ her first name for you.

b. tell you the time.

c. tell you his/ her email address.

d. give you a lift home tonight.

e. lend you his/ her pen.

f. lend you some money.

g. translate the letter.

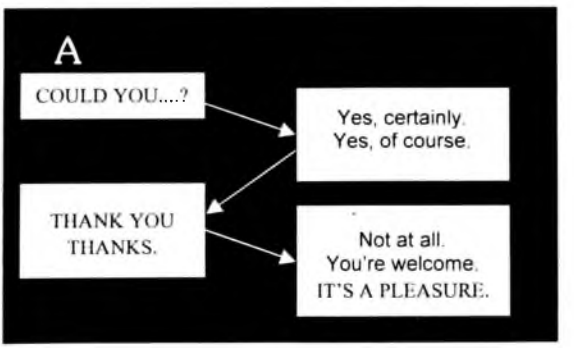
III. Put *lend* or *borrow* in these questions.

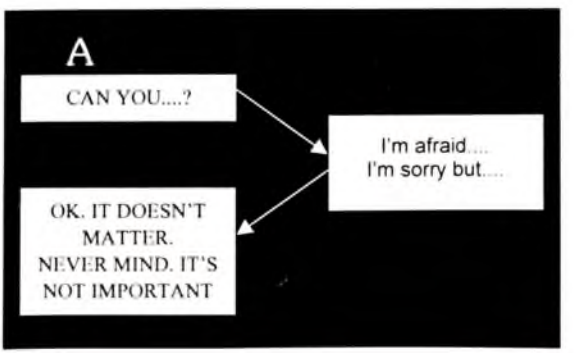
Could I..... some money?

Could you..... me some money?

Note: We *lend* to someone and we *borrow* from someone. So when we lend, we give; and when we borrow, we take.

IV. We can reply to requests like this:





V. We use these phrases to ask if it's OK to do things.

ASKING	SAYING YES	SAYING NO
Can I ....?	Yes, please do.	I'm afraid ....
Could I.....?	Of course.	I'm sorry but ...
May I .....?	Yeah, go ahead.*	
	Help yourself. **	

* *Informal*

** *Inviting someone to take something.*

Practise with a partner. You are in their office and you want to:

1. use their photocopier
2. smoke
3. look at their copy of the annual report
4. copy a file on their computer
5. borrow their copy of the *Times*
6. borrow their pen.
7. open the windows.

VI. Who makes these questions: a customer (C) or supplier (S)?

1. O	Can I place an order?
2. O	May I have your name and company name?
3. O	Would you quote for the supply of 50 computers?
4. O	Could you tell me the delivery address?
5. O	Can you deliver next Friday?
6. O	Could I have an address for the invoice?
7. O	Could you tell me how much it will cost?
8. O	May I have a discount?
9. O	Would you confirm this order in writing?
10. O	Could you spend us the latest price list?

VII. Work with a partner. Make up a conversation between a customer and a supplier. Use as many requests as you can.

SPEAKING

I. Work in pairs. One person looks at the information below and the other looks at the information in File 3 on page 210.

You sell cars. A foreign customer phones you. Answer her/ his enquiries about your latest car, the C230. The customers will ask about:

- Your prices
- Discounts
- Your terms of payment
- Delivery times
- The guarantee

Invent your answers. You can agree to or refuse her/ his requests. Don't forget to write down her/ his details.

II. Work with a partner. Take it in turns to give each other messages and write them down. One person dictates the messages below, and the other dictates the messages in File 4 on page 211.

Phone Paul Carter
tomorrow morning
(03) 408-441932

FAX EXHIBITION DATES TO
VERA IN SAO PAULO,
00 55 11 223-3181

Send 200 pieces,
ref no. 306/AJ, to
the Siena Factory

III. Work with a partner. Make up conversations deciding what to do when someone is not available.

Example:

1. Could I speak to Pad Philips, please?

3. I'm afraid she's on holiday this week.

A. Can you ask her to ring me next week?

These phrases will help you.

I'll hold.

I'll call back later.

Could you take a message?

give her/ him a message?

Can you put me through to her/ his secretary?

IV. What would you say in these situations? Work with a partner and role-play each situation. Your partner should respond, as in the example.

i. *Sorry, it's a bad line. Can you say that again, please?*

ii. *Certainly. I'm calling from FPT.*

1. You are on the phone, you can't understand the speaker.
2. After a presentation you want the speaker to give you more information.
3. You want a colleague to go to the canteen and get you some coffee.
4. You are on the phone, you want the other person to take a message for you.
5. You are at the canteen, you have forgotten your wallet. Ask a friend to lend you some money.
6. You need your manager's signature on a document.

V. Sit back to back with a partner and act out these telephone calls. One person looks at the information below. The other uses the information in File 7 on page 211.

Call 1

Your company's new price lists are still at the printers. You expect them to arrive today. A customer calls with a request. Write down the details.

Call 2

Phone your partner and ask him/ her to speak at the GMB Congress at Queen Margaret's Hall, Manchester on June 15th. You want him/ her to give a talk on his/ her company's current projects.

WRITING

I. Study the letter below.

PHOTOTECHNIQUE

31, rue de Constantine 16102 Cognac Cedex
Telefax: 16 24 89 74 Telex: 789201 Tel: 16 25 48 92

Kate Thomas
Sales Manager
Galaxy Computer Supplies
221 Hills Road
Cambridge CB2RW
27 October 20xx

START — Dear Mr Thomas,

With reference to our telephone conversation today, — REFERENCE

I am writing to confirm our order for: — REASON FOR

20 x Photoconductors Ref. No. 19734 C/X

REQUEST — I would be grateful if you could deliver them as soon as possible.

Thank you for your help. — CLOSING REMARKS

FINISH — Yours sincerely,

CHRISTOPHE TERRIEN

Christophe Terrien
Director- procurement.

II. Use this list of standard phrases to complete the letters below

THE START		THE FINISH	
Dir sir or madam,	*	Yours faithfully,	*
Dear Ms Weston,	**	Yours sincerely,	**
Mrs Weston,	**	Best wishes,	***
Miss Weston,	**	AMERICAN ENGLISH	
Ms Weston,	**	Sincerely yours,	
Dear Paul,	***	Yours truly,	

* suitable if you don't know the name of the person you are writing to.

** suitable if you know his/ her name.

*** suitable if the person is a close business contact or friend.

THE REFERENCE

With reference to your advertisement in the Times,...
your letter of 30th March,...
your phone call this morning,...

THE REASON FOR WRITING

I am writing to enquire about ...
apologize for ...
confirm ...

REQUESTING

Could you possibly...?

I would be grateful if you could...

AGREEING TO REQUESTS

I would be delighted to ...

GIVING BAD NEWS

Unfortunately...

I'm afraid that ...

ENCLOSING DOCUMENT

I'm enclosing ...

Please find enclosed ...

End letters with a friendly phrase or reference to future contact.

CLOSING REMARKS

Thank you for your help.

Please contact us again if we can help in any way.
there are any problems.
you have any questions.

REFERENCE TO FUTURE CONTACT

I look forward to hearing from you soon.
meeting you next Monday.
seeing you next month.

GEO ORT LTD

COMMERCE WAY LEIGHTON BUZZARD

BEDFORDHSIRE LU7 3BW

Tel: 0294736548 Fax: 02975 14678

Dear Ms Philips

REFERENCE ..... (1) your phone call today.

..... (2) for not sending you our price list. ..... (3), it is still at the printers.

REASON FOR WRITING

GIVING BAD NEWS

However, ... (4) a copy of the old list with the new prices pencilled in.

ENCLOSING DOCUMENTS

..... (5)

..... (6)

CLOSING REMARKS

FINISH

GIOVANNI SCOTT

Giovanni Scott

GEO ORT LTD

COMMERCE WAY LEIGHTON BUZZARD

BEDFORDHSIRE LU7 3BW

Tel: 0294736548 Fax: 02975 14678

Dear Jenny,

REFERENCE ——— .....(1) your phone call last Friday.

.....(2) to confirm that ——— REASON FOR WRITING

.....(3) come and speak at the GMB Congress in Manchester on June 25th.

.....(4) send me a map showing how to get to Queen Mary's Hall? ——— AGREEING TO A REQUEST

REQUEST ——— .....(5) ——— REFERENCE TO FUTURE CONTACT

.....(6)

FINISH ———

GIOVANNI SCOTT

Giovanni Scott

NEW WORDS

abbreviation (n)	chữ viết tắt
congress (n)	đại hội
delay (v)	trì hoãn
extension (n)	phần nối thêm, máy lẻ
faint (v)	ngất xỉu
identify (v)	nhận ra
interrupt (v)	ngắt lời
note down (v)	ghi chú

project (n)	kế hoạch, dự án
quotation (n)	bảng báo giá
quote (v)	báo giá
ref	tham chiếu
sales prospect (n)	triển vọng về doanh thu bán hàng
switch board operator (n)	điện thoại viên tổng đài
transfer (v)	chuyển
urgent (adj)	khẩn cấp

Unit 3

MEETINGS

Objectives

- Mastering "***should***"
- Organizing a conference and participating in meetings.
- Having passion in work and be polite, careful, orderly.

Contents

Language functions:	- Stating and asking for opinions
	- Interrupting and handling interruptions
	- Making suggestions
	- Asking for and giving clarification
	- Justifying decisions
	- Delaying decisions
	- Ending the meeting
Language study:	*Should*
	Expressing opinions
	Going to (future)
	Why don't we.....?/
	Shall we.....? / We could.....
Pronunciation:	Vowel sounds
Vocabulary:	Phrasal verbs

PRESENTATION

Three managers discuss the recruitment of sales representatives (reps) for their new Spanish sales organization.

I. Listen and note their reaction to the alternatives. Write F if they are for them and A if they are against them. {18}

Alternatives	Marcel	Carlos	Nancy
recruit new Spanish Sales reps			
transfer French Sales reps			

II. Listen again and complete these minutes of the meeting. {18}

THE NEW SPANISH SALES ORGANIZATION

Alternatives 1

Take on new Spanish sales representatives and.....(1).

Alternatives 2

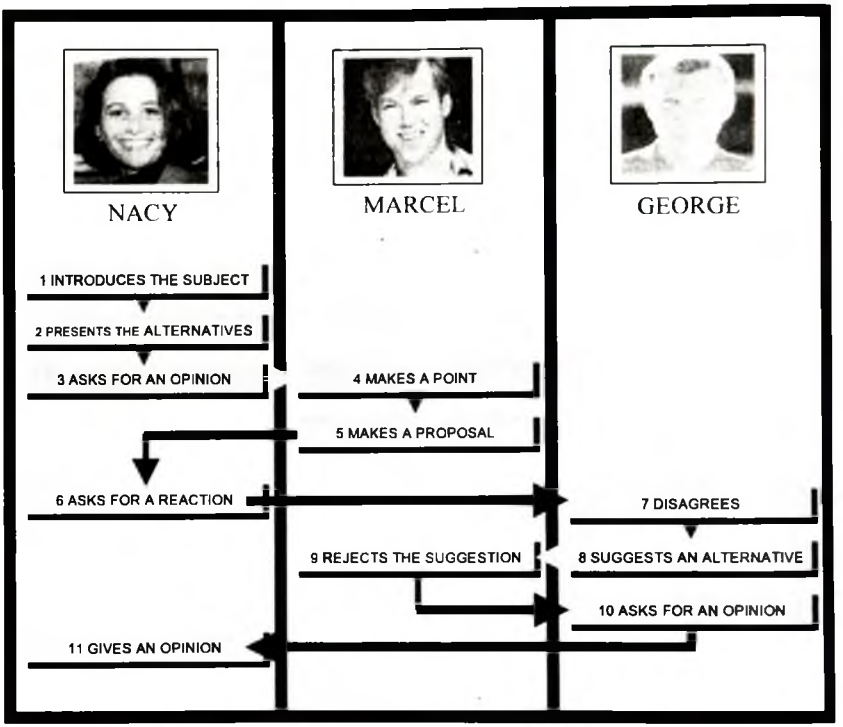
Teach our French sales reps Spanish and.....(2).

The advantage of Alternatives 2 is the French sales staff have already got.....(3). The disadvantage is it takes.....(4).

The disadvantage of Alternatives 1 is that it takes a year to.....(5

On the other hand, it is a Spanish.....(6) so we should employ Spanish.....(7).

III. Match these phrases from the conversations to the correct box below.



a. I don't agree.
b. Why don't we.....?
c. Any views on this?
d. I think we should....
e. I don't think we should....
f. We need to discuss...
g. What do you think?
h. The important thing here is.....
i. How do you feel about that proposal....?

j. We can either.... or....

k. It's a waste of time.

Now listen to the conversations again and check your answers. {18}

LISTENING

I. Listen to part of a meeting and complete these notes. {19}

Proposal: Special catalogue for multimedia products

Action plan: .....

Person responsible: .....

Review date: .....

II. Now listen to another part of the meeting and complete these notes. {20}

Proposal: .....

Action plan: .....

Person responsible: .....

Review date: .....

III. Listen again if necessary, and supply alternative words in these sentences. Use words from the meeting.

1. We need to	calculate w..... o.....	the costs.
2. Could you	handle d..... w.....	that, Thierry?
3. Could you	tell us about it? f..... u..... i.....?	
4. Customer can't	be connected g..... t.....	after 6 o'clock.

5. Do you want to | recruit
t..... o..... | more sales staff?

6. Ulrike, can you | organize
t..... c..... o..... | it?

READING

I. Complete the following passage using the correct words from the box.

agenda	*proposal*	*alternatives*	*views*	*agree*
	should	*waste*	*opinion*	*people*

ONE MAN'S MEET IS ANOTHER MAN'N POISON

There are many different sorts of business meeting, and how the participants behave varies from country. In France meetings are generally used for briefing and co-ordination rather than discussing (1)..... and make decisions. They follow the detailed (2)....., and comments are well thought out rather than spontaneous. The same is true at formal meetings in Germany, where you (3)..... be well prepared if you wish to express an opinion. In the UK, on the other hand, participants often arrive at meetings unprepared, and papers distributed before hand will not be read. This does not prevent anyone from expressing an (4)..... or putting forward a (5)....., contribute their (6).....

Meetings in Italy seem to be the most informal in Europe. They don't usually follow an agenda and (7)..... often come and go as they please. In fact, sometimes (8)..... meetings are more like a social gathering, used to reinforce a sense of togetherness.

It's very different in Spain, where (9)..... do little to create a team spirit. The Spanish prefer to be independent and make decision on their own. Meetings are often a (10)..... of time because it is impossible to get everyone to agree.

What about business meetings in your country?

II. Read the situations below and say what's going to happen.

Example

Interform's headquarters are in central London. Office rent rose by 26% last month. The directors are looking at some new offices outside London today.

The directors are going to relocate their headquarters.

1. Leighton Dairies wants to buy some new bottling machinery, but they don't have enough money. The Managing Director has an appointment with the bank manager tomorrow.

.....

2. Mrs Wright is in the restaurant with a client. They finished their meal a few minutes ago. She's signaling to the waiter.

.....

3. Corvent plc wants to expand their freight transport service. The share price of Transpo plc, another freight company, is low at the moment. Corvent is buying up a large number of Transpo shares.

.....

4. Mr Lawson has a temperature of 40°C. It's 2.30pm, and he's picking up his briefcase and putting on his coat.

.....

5. Rivoler Ltd has a problem. Their main competitor cut their prices by 30% last week. Rivoler's Sales Manager has called an emergency meeting for this afternoon.

.....

LANGUAGE STUDY

- *Should*
- Expressing opinions
- *Going to* (future)
- *Why don't we.....?/*
- *Shall we.....?*
  We could.....

I. Recommend action in these situations. Begin your sentences with:

I think we should..... or *I don't think we should.....*

1. You have a fax machine that is old and often breaks down.
2. Your turnover is falling.
3. One of your suppliers often sends you invoices with several mistakes on them.
4. One of your clients often fails to pay on time.
5. Your main product price is too high.
6. Your sales force is not effective.
7. Your brand is not strong enough.
8. The company's main warehouse is too small.
9. Your main competitors are cutting their prices by 15%.
10. An employee is often absent from work. He says he's ill but you don't believe him.

II. Work with a partner. You are meeting to discuss some of your company's problems. Take it in turns to start discussions on these subjects. The following phrases/ expressions will help you.

A. We need to discuss.....

Basically, we've got two alternatives. We can either... or..... what do you think?

B. I think we should...

PROBLEM	ALTERNATIVES	
company English classes	employ a teacher	send the staff to a language school
the paperwork	buy another computer	recruit a secretary
company cars	rent them	buy them
the pay deal	offer a 10% salary increase	offer 5% and a productivity bonus
busy periods	ask employees to work overtime	take in temporary staff

office cleaning	employ cleaners	outsource the work
the new sales job	promote someone	contact a recruitment agency
new market	export products	find an overseas agent

III. Use *should* or *shouldn't* to fill the gaps.

1 ***Manager:*** Nobody checks the email from the company website. This..... happen.

Colleague: You are right. We..... assign one person to check every day.

2 ***Manager:*** Everyone goes to lunch at the same time and no one is left to answer the phone.

Colleague: I guess we..... all go together. Some..... go at twelve and some at one.

3 ***Manager:*** Customers are complaining that when they call the office, they are left on hold. We..... keep people waiting.

Colleague: We..... organize a training workshop.

IV. Below is part of a discussion between directors of an oil company talking about a fall in sales. In pairs, suggest appropriate interruptions to complete the dialogue.

A: The fall in sales is mainly due to the recession affecting world markets.

B: (Interrupt: ask for clarification)

A: Well, it's a general fall of around 5% in sales for most product areas. Also , specifically in the oil processing sector, we have much lower sales, mainly because we sold our OK subsidiary, Anglo Oils.

B: (Interrupt: ask why Anglo was sold)

A: Well, no, I'd rather not go into that. We discussed that in previous meetings. I'd prefer to talk about future prospects. The outlook is very good right now...

B: (Interrupt: disagree)

A: I'm very surprised you say that. In fact, sales forecasts are much better now. Anyway, let me tell you...

B: (Interrupt: you want to talk about new markets)

A: New markets? Yes, but can we talk about new markets later? I have some important information on that. But first...

B: (Interrupt: suggest a break)

A: Take a break? We've only just started!

V. Now check your suggestions by choosing the appropriate sentences to complete the dialogue.

a. What? I'd say things look quite bad.

b. Can we talk about the decision to sell Anglo Oils?

c. Wait, don't you think we should take a short break - have some coffee?

d. Sorry, I think I'd like to hear more about new markets.

e. Er, can you tell us exactly how much sales have gone down?

Useful expressions

1. Interrupting

Excuse me, may I ask for clarification on this?
If I may interrupt, could you say...?
Sorry to interrupt, but...
Do you think so? My impression is...
What? That's impossible. We/ I think.

2. Handling interruptions

Yes, go ahead.
Sorry, please let me finish...
If I may finish this point...
Can I come to that later?
That's not really relevant at this stage...
Can we leave that to another discussion?

3. Delaying decisions

I think we need more time to consider this.
I think we should postpone a decision...
Can we leave this until another date?
It would be wrong to make a final decision...

4. Ending the meeting

I think we should end there. Just to summarize...
We've covered everything, so I'd like to go over the decision we've taken.
So, to include... we've agreed...
We'll meet again next month...
It's been a pleasure to see you today and I look forward to our next meeting...

PRONUNCIATION

I. Listen to the first halves of some of the sentences below. Choose the correct ending, then listen to the complete sentences and check your answers. {21}

1. We are going to walk	.... to the meeting.
We are going to work	... together in a joint venture.
2. We are going to sit	... the budget.
We are going to seat	... a long discussion.
3. We are going to halve	... down and start the meeting now.
We are going to have	... ten people round the table.
4. We are going to look	... at five o'clock.
We are going to lock	... in Oxford.
5. We are going to leave	... at some figures.
We are going to live	... the door.

II. Practise the sentences with a partner. One person should read a first half. The other should listen carefully and say the correct ending.

III. Practise with a partner. One person should read the sentences. The other should listen carefully and mark the vowel sound as in the example.

Example:

We are going to walk.

Which is the vowel sound in the example sentence?

VOCABULARY

I. In the following sentences, choose the best option from the words A-D.

1. Power PCs are expensive, but if you wait, prices will..... down.

   A. back B. run C. turn D. come

2. I agree, and if they criticize you at the meeting, I will back you.....

   A. up B. down C. in D. out

3. By the way, I..... into Jane in New York, and she sends you her regards.

   A. looked B. turned C. came D. ran

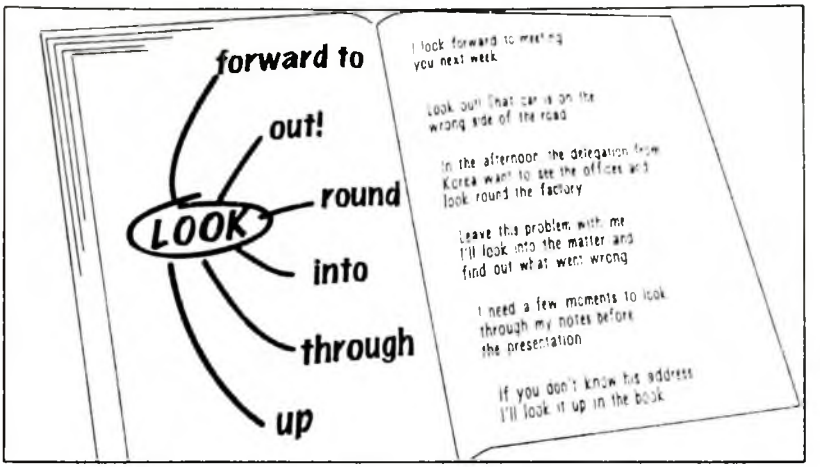
4. Could you ring British Airways and find..... if there are any seats on the flight to Rome?

   A. up B. in C. over D. out

5. Work is always so much better if you have a boss you..... on with.

   A. get B. carry C. take D. hold

II. Write the verb on the left-hand page, and write sample sentences on the right-hand page, showing the phrasal verbs in context. As you meet more phrasal verbs with the same stem, and add them to the left-hand page and put examples on the right-hand page.



Now complete the following sentences using a phrasal verb with *look*.

1. Could I have the afternoon off? I'd like to look..... a house that we're thinking of buying.
2. I've forgotten the code for the Dx16 exhaust pipe. Could you look it..... in the price list?
3. At the moment the accident investigators are looking..... the cause of the crash.
4. I am really looking..... to going away on holiday next week.
5. You'd better look..... - the boss is coming and he is in a bad mood.
6. Could you look..... this letter quickly and see if there is anything you would like to add to it?

III. Make sentences of your own using some of the phrasal verbs in part I and II above.

SPEAKING

I. Here are some expressions that are often used in meetings. Highlight those you think are the most useful.

If you are in a meeting, you can find out what the other people in the group think by saying:

What are your views on this, Jane? Do you agree, Tina?
Mr Johnson, what do you think about this?
Ms Smith, what's your opinion?

If you want to interrupt someone and put forward your own opinion you can say:

If I could just make a point here... Could I make a suggestion?
Sorry to interrupt, but I'd just like to say that... It seems to me that...

If you want to find out if the others in the group have understood or if they agree with you, you can say:

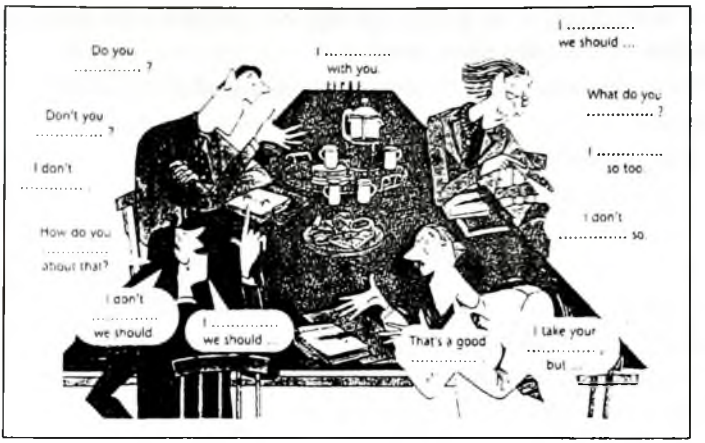
Do you see what I mean? Are you with me?
Don't you agree, Sarla? Are we unanimous?
Don't you think so, Mrs Robinson? Does anyone object?

If you don't understand what someone has said, you can say:

Sorry, could you say that again, please? Sorry, I didn't quite understand.
I'm sorry, I didn't catch what you said. Sorry, I'm not quite with you.

II. Each person around this table is using one of the words in the box below to ask for and give opinions. Which word are they using?

think	*agree*	*point*	*feel*



III. Your company must reduce its running costs by £.1,000,000. How are you going to save the money? Look at the proposal and decide.

ESTIMATED SAVINGS

1. Cut the research and development budget:		
	by 5%	£. 450,000
	by 10%	£. 900,000
2. Cut the staff training budget:		
	by 10%	£. 200,000
	by 15%	£. 300,000
3. Cut the advertising budget:		
	by 10%	£. 300,000
	by 20%	£. 600,000
4. Stop all donations to charity:		£. 100,000
5. Make the company security staff redundant and outsource the work:		£. 150,000
6. Close the company health centre:		£. 150,000
7. Cancel the plans to buy:		
	new production machinery	£. 200,000
	new computer equipment	£. 150,000

IV. Hold a meeting with some colleagues. Discuss the proposals one by one and decide what to do.

If you decide to make a cut, decide who is responsible for taking action, and when by.

Who is going to be responsible for this?

Can you deal with that?

Could you take care of this?

How soon can you do it?

Good. Can we discuss this again next Tuesday, then?

V. Work in pairs. You are in a meeting to discuss changes in the office. Read the instructions and prepare what you are going to say. The sentences below will help you.

That's a great/ a good idea.

I can't agree with you there.

That's possible.

I'm not sure about that.

STUDENT A	STUDENT B
Suggest a no-smoking rule for the office.	Agree strongly.
Disagree. You think this is an old style of management.	Suggest staff clock in and out every day.
Suggest standard working hours for everybody.	Disagree. The staff are happy with a more flexible approach.
Agree	Suggest staff keep a time sheet of hours worked.

VI. Work in groups. Your company manufactures fashion clothing. They have decided to launch a new range of shoe products. Your group has to decide design issues for the shoes. Have a meeting.

Choose one member to be the chairperson. The chairperson should open the meeting and make sure that everyone gives an opinion. The questions below will help you.

Useful language

Does anyone have a suggestion?
Does anyone have any other ideas?
What about you,.... (name)? What do you think?

Discuss and decide these issues:

- Should they be men's or women's shoes, or both?
- What style(s)?
- What should they be made of?
- What age range should they be for?
- What colours?
- What price?

WRITING

I. The words in the box are often used in meetings for asking for or giving opinions. How many expressions do you know using these words?

think	*agree*	*point*	*feel*

Which expressions are used to:

1. ask for an opinion?

.....

2. give an opinion?

.....

3. agree?

.....

4. disagree?

.....

II. Rearrange these sentences used in meetings.

a. you/ thank/ coming/ for

b. go/ over/ morning's/ let's / agenda/ this

c. Peter/ Janet/ and/ are/ come/ to/ unable/ today.

d. is/ other/ any/ business/ there

e. next/ week/ same/ meeting/ the/ will/ be/ time/ at/ the/ next

NEW WORDS

alternative (n)	sự lựa chọn, phương án
basically (adv)	về cơ bản
bonus (n)	tiền thưởng
boom (v)	tăng trưởng
chairperson (n)	chủ tịch
charity (n)	tổ chức từ thiện
competitor (n)	đối thủ cạnh tranh
contract (v)	ký hợp đồng
contract work out (v)	ký hợp đồng với một công ty khác
corporate (adj)	(thuộc) đoàn thể, công ty
decors (n)	sự trang trí
donation (n)	tiền quyên góp
elect (v)	chọn, bầu
health centre (n)	trung tâm y tế
justify (v)	biện hộ
make a point (v)	đưa ra một vấn đề
off season (n)	không đúng thời vụ

prime (n)	ưu tú
productivity (n)	năng suất
promote (v)	đề bạt
recommend (v)	giới thiệu, khuyên, đề xuất
recruit (v)	tuyển thêm
recruitment (n)	việc tuyển thêm (nhân viên)
reduction (n)	sự giảm bớt
reject (v)	bác bỏ, huỷ bỏ
representative (n)	người đại diện
security (n)	tổ chức bảo vệ, an ninh
share (n)	cổ phần
side-track (v)	đi chệch hướng
solution (n)	giải pháp
state (v)	phát biểu
subcontract (v)	thầu lại
transfer (v)	thuyên chuyển
upgrade (v)	nâng cấp
view (n)	quan điểm
volunteer (n)	tình nguyện viên
warehouse (n)	kho hàng

Unit 4

COMPANY

Objectives

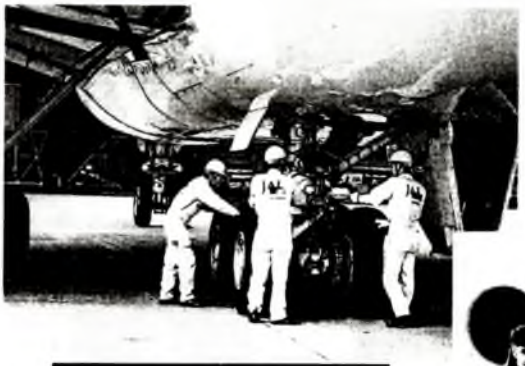
- Mastering ***Present continuous, present simple*** tenses.
- Exchanging information about the activities of business organizations.
- Having good attitude in work.

Contents

Language functions:	Company profiles
	Facilities
	Organizations
	Describing responsibilities
	Talking about current activities
	Company strengths
Language study:	Present continuous, present simple tenses
	Have/ Has got
	It is/ There is/ There are
Pronunciation:	-s ending: /s/, /z/, /iz/
Vocabulary:	Company departments/ company activities

PRESENTATION

I. Look at these pictures. What products or services do these companies provide? Do you know anything about their activities?



JAL

PHILIPS
PHILIPS
IBM

II. Listen to three people talking about these companies. Which company are they talking about? {22, 23, 24}

III. Listen to the first speaker again. Complete the data sheet with suitable information. {22}

DATA SHEET

Employees:.....

Subsidiaries:.....

Turnover:.....

Location of parent company:.....

Number of products:.....

Joint venture partners:.....

IV. Listen to the second speaker again. Decide whether the following sentences are true (T) or false (F). {23}

1. They carry over 13 million passengers a year.	
2. They fly to 40 destinations in 25 foreign countries.	
3. They provide a domestic service that has 48 routes and serves 30 cities.	
4. They are installing 'FANS' in their aircraft.	
5. The 'FANS' are improving communications and reducing air traffic congestion.	

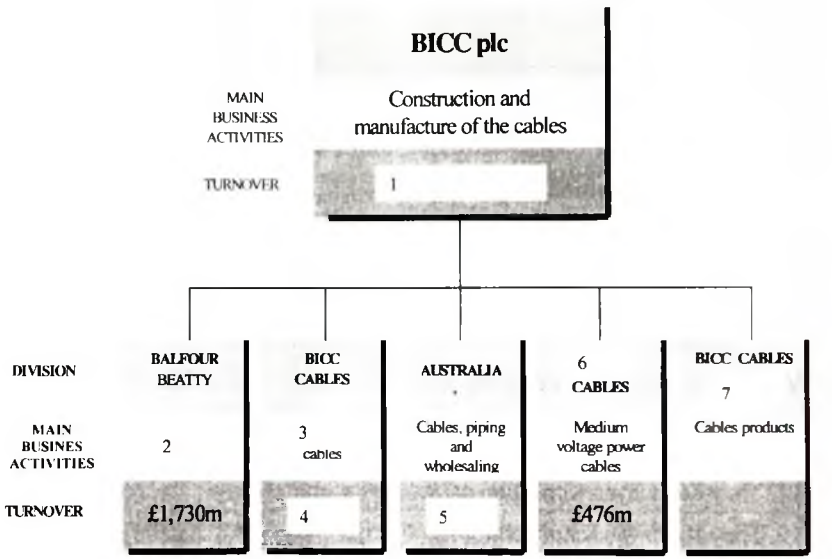
V. Listen to the third speaker again and answer these questions. {24}

1. What's the company turnover?
2. How many employees are there?

3. What does the company specialize in?
4. What's happening in the company at the moment?

LISTENING

A manager from BICC describes her company. Listen and complete the organization chart below. {25}



READING

I. Look at these notes on Swiss watch manufacturers - the Swatch Group.

1. Swatch Group - group of 26 watch companies.
2. Swatch - quartz mechanism - only 41 parts (most other watches more than 120).
3. The chairman and founder - Antonio Laporta.
4. New collection with more than 250 watches in four ranges three times a year.

5. 50 production centres - in Europe: France, Switzerland, Germany - in Asia: China, Thailand, Malaysia.
6. Most famous product - Swatch watch.
7. Plans - components for telecommunications industry in future.
8. The group - sell - 32% of the world watches.
9. Swatch - cheap, from $31.
10. Companies in Group include Omega, Tissot, Calvin Klein, Swatch, and Flik Flak - watches and watch components.
11. Headquarters - Biel, Switzerland.
12. Future plans - components for entire Swiss watch industry and companies outside Switzerland.
13. Annual sales - 118,000,000 watches.
14. Omega - luxury watches; Tissot, Calvin Klein - middle of the range; Swatch and Flik Flak - basic watches.

II. Now organize the information under the appropriate heading, as in the examples.

Organization/ Structure	Location/ Distribution	Products	Sales	Future plans
1 Swatch Group - group of 26 watch companies		4. New collection with more than 250 watches in four ranges three times a year		

III. Put your notes into complete sentences. Use the verbs in the box to help you.

Example:

The Swatch Group is a group of sixteen watch companies.

The Swatch has a quartz mechanism with only forty-one parts.

Most other watches have more than one hundred and twenty.

be	plan	produce	manufacture
sell	present	make	have

LANGUAGE NOTE

Presenting a company

1. Structure and location

The company/ group is called...

It is a (French) company, based in (Paris).

It has factories/ production centres/ subsidiaries in...

The Chairman/ CEO/ founder/ owner is...

It employs (200) people/ It has (200) employees.

2. Products and customers

Their main activity is...

The main products/ customers are... and...

3. Results and future plans

The annual turnover is ($30 million) with profits of ($2 million).

The company is successful because...

We plan to...

IV. Make a short presentation on the Swatch Group using information in part I above and the language from the language note.

LANGUAGE STUDY

- Present continuous, present simple tenses
- *Has got*
- *It is/ There is/ There are*

I. Look at these two different ways of asking and answering questions with the verb *have*.

1. *How many employees has ABB got?*
2. *It's got 206,000.*

A. Has it got any factories in Vietnam?

B. No, it hasn't.

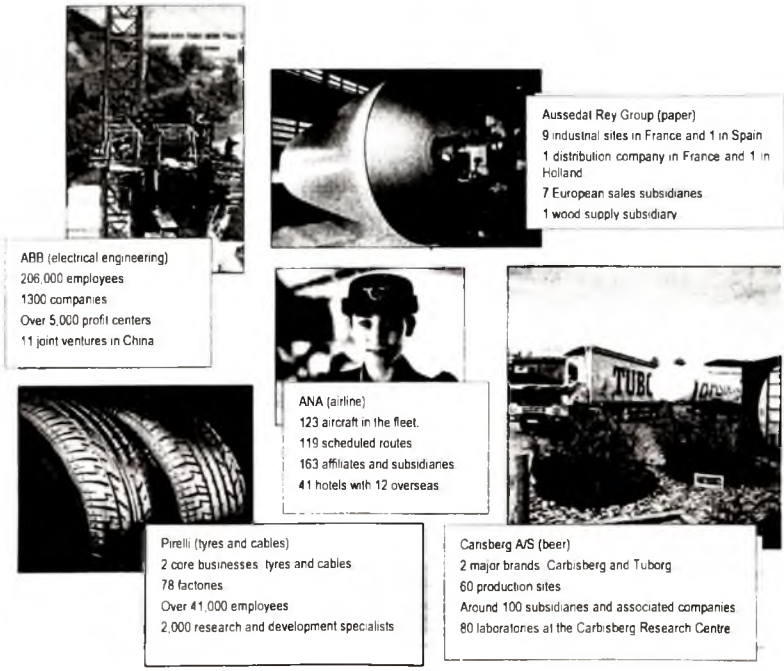
1. How many subsidiaries does ABB have?

2. It has over 1,300.

A. Does it have a subsidiary in Singapore?

B. Yes, it does.

II. Work with a partner. Ask and answer questions about these companies.



III. Make sentences about an office. Begin:

It's.....	*It isn't.....*
There's a.....	*There isn't a.....*
There are some.....	*There aren't any.....*

Use the following words.

computers	*plants*	*coffee machine*	*small*
dark	*map*	*photographs*	*bookcase*
very tidy	*windows*	*water fountain*	*similar to my office*

GRAMMAR NOTE

We use *there is* and *there are* to say things exist or don't exists.

There's a child's picture but there aren't any plants.

We use *it* for things.

The picture is on the notice board. It's orange.

So we often use *there* when we talk about something for the first time and it when we describe the details.

There's a water fountain by the wall. It's two thirds full.

IV. Find out about a partner's place of work. Ask questions about the building and its facilities. Use the words below and begin:

Is the building...? *Is there a (n)...?* *Are there any...?*

1. modern	9. separate room for smokers
2. staff restaurant	10. large car park
3. facilities for disabled staff	11. near a railway station
4. lifts	12. bus stops nearby
5. stairs	13. opposite a supermarket
6. noisy	14. crèche
7. air conditioning system	15. sport or recreational facilities
8. cold in winter	16. nice to work in

PRONUNCIATION

I. There are three ways to pronounce "s" at the end of words: /s/, /z/, and /iz/. Practise saying these words. {26}

	SINGULAR	PLURAL
/s/	mistake	mistakes
	product	products
	book	books
/z/	employee	employees
	sale	sales
	train	trains
	chair	chairs
/iz/	box	boxes
	package	packages
	bus	buses
	house	houses

II. Now listen to some verbs. They all end with "s". Which ones end with an /iz/ sound? Tick (√) them. {27}

1. puts
2. places √
3. pays
4. purchases
5. sells
6. plans
7. services
8. arranges
9. recruits
10. manufactures
11. invoices
12. looks after
13. dispatches
14. organizes
15. deals with

VOCABULARY

I. Match the photos a-e to these companies.

1. a Japanese retail company.....
2. a French cosmetics company.....
3. an Italian food company.....
4. a Spanish telecommunications company.....
5. an American car marker.....

What type of company do you want to work for?

II. Work with a partner. Use a verb in B, and a noun in C to make sentences about the companies in A, as in the example.

A	B	C
Airbus Industrie	offers	cellular phone networks.
Yahoo	manufactures/ makes	temporary staff.
Walmart	provides	aircraft.
Thomas Cook	recruits	financial advice.
Morgan Stanley	operates	travel and holidays.
Manpower	sells	internet services.
Vodafone	organizes	consumer goods.

Study this organization. Which department:

a. manufactures the products?

b. places ads in magazines?

c. dispatches the products and sends them to customers?

d. services the machines and equipment?

e. sells the products to customers?

f. plans how to sell new products?

g. purchases supplies?

h. arranges courses for the staff?

i. recruits new employees?

j. puts the products in boxes and crates?

k. invoices customers?

l. looks after customers' problems and complaints?

m. pays the staff?

n. organizes control systems to prevent mistakes?

o. deals with taxation, investment, and cash management?

SPEAKING

I. Prepare to make a short presentation on a company to the class. You can talk about your own company or one of the companies

from this unit. Write notes first. Don't write sentences - just write key words and numbers. (Guess any information you don't know).

	MY COMPANY	THE GROUP
Products/ Services		
Main customers		
Locations (factories, branches, etc.)		
Size (no. of employees/ turnover)		
Main strength		
Current projects		
Other information?		

II. Now decide on the structure of your presentation. These phrases will help you order the information.

THE INTRODUCTION

I'd like to tell you about...

ORDERING INFORMATION

I'll begin with...

Now I'll move on to...

turn to...

CHECKING UNDERSTANDING

Is that clear?

Are you with me?

OK so far?

FINISHING

Are there any questions?

Thank you very much.

Use your notes to give the presentation and answer questions from your classmates.

III. Complete the sentences using words from the box. Use the present continuous tense.

wait	*call*	*go*	*build*	~~*expand*~~
develop	*stay*	*get*	*spend*	

1. Reuters *is expanding* their activities in Vietnam.
2. Our R&D department..... a new machine.
3. They..... at the Sofitel Hotel.
4. The managing Director..... for you in his office.
5. We..... a new factory in Hong Kong.
6. I..... about order no. AK/ 9642.
7. These products..... near the end of their life cycle.
8. The euro..... up.
9. The IT department..... a lot of money on new equipment at the moment.

GRAMMAR NOTE

We use the Present Simple tense to talk about regular activities.

The maintenance department services the equipment.

But we use the Present Continuous tense to talk about temporary activities.

The IT department is spending a lot of money at the moment.

IV. Make 10 sentences using the Present Continuous.

V. These are Mc Donald's main strengths.

They produce high quality products.

They provide high quality service.

They keep prices low.

They use the most advanced technology.

They are in close contact with the market.

They have close relationships with suppliers.

They produce a wide range of products.

They invest a lot of money in research and development.

They have sales representatives all over the world.

They are market leaders.

What are your company's strengths?

WRITING

I. Write a company profile of Victor Motor Company using the information given in the DATA SHEET.

DATA SHEET	
Name:	Victor Motor Company
Location:	Maybury
Turnover:	£ 60m.
Main products:	a range of high-performancesports cars.
Main markets:	exports 60% of its output to USA and Canada. plans to increase sales to Germany, Switzerland, Sweden and the Middle East.
New project:	super sports car, using latest advanced technology; to sell at £ 100,000+, aim to launch in 2007.
Main objective:	to treble turnover by 2009.

II. Complete these sentences. Use your own information or write about a company you would like to work for.

1. I work for.....
2. We're in the..... business.
3. We make.....
4. Our headquarters are in.....
5. Our main markets are in.....
6. We employ.....
7. Our turnover is.....

III. Work in pairs. Study this company profile for Airbus Industrie. Then answer each other's questions about Airbus.

Established in 1967, Airbus is a leading aircraft manufacturer with the most modern and comprehensive family of airliners on the market, ranging in capacity from 100 to more than 500 seats. Airbus has delivered over 5,000

aircraft to 180 customers world-wide and boasts a healthy order book of more than 1,500 aircraft for delivery over the coming years. With an annual turnover of 20.5 billion Euro in 2001, Airbus is a global company with its central office in Toulouse and design and manufacturing facilities in France, Germany, the UK, and Spain as well as subsidiaries in the US, China and Japan. Our philosophy "setting the standards" means anticipating the market, offering innovation and greater value, focusing on passenger comfort and creating a true family of aircraft.

IV. Work in pairs. Produce a profile for your company, or a company that you are interested in. Think about the things you can say and organize your ideas. Compare your profile with another pair.

NEW WORDS

access (n)	sự đến gần, tiếp cận, truy cập
advance (n)	sự tiến bộ/ tiền tạm ứng/ tiền vay
advantage (n)	ưu điểm
affordable (adj)	(giá) có thể mua được, chấp nhận
assembly plant (n)	nhà máy lắp ráp
benefit (n)	lợi ích, quyền lợi
competitive (adj)	cạnh tranh
design (v)	thiết kế, phác hoạ
disadvantage (n)	nhược điểm, bất lợi
drug (n)	dược phẩm
easy access to	dễ đến, dễ lui tới
electrotechnical (adj)	kỹ thuật điện tử
enterprise zone (n)	khu vực kinh doanh
expand (v)	mở rộng
fibre (n)	sợi
fleet (n)	đội tầu
giant (n)	tập đoàn/ công ty khổng lồ

joint-venture (n)	công ty liên doanh
largest ship tonnage	trọng tải (tầu) lớn nhất
life cycle (n)	chu kỳ sống
multinational (n)	công ty đa quốc gia
numerical (adj)	bằng số
optical (adj)	quang học
optical glass fibres	sợi thuỷ tinh quang học
outlet (n)	thị trường, chỗ tiêu thụ, đại lý bán lẻ
petrochemical (n)	hoá dầu
range (n)	lĩnh vực, loại, diện mặt hàng
refurbish (v)	phục hồi
retail (n)	sự bán lẻ
sales agency (n)	đại lý bán hàng
semiconductor (n)	chất bán dẫn
symbol (n)	biểu tượng
turnover (n)	doanh thu

Unit 5

PRODUCTS - SERVICES

Objectives

- Mastering ***adjectives***
- Providing knowledge on description products and services
- Forming appropriate manner.

Contents

Language functions:	Explaining technical processes
	Description
	Size and dimension
Language study:	Adjectives
	was and *were*
	What was it like?
	Dimensions
Pronunciation:	Words with different spellings that sound the same
Vocabulary:	Sorting and recording new vocabulary
	Dimension and specifications

PRESENTATION

I. Label these inventions with words from the box.

a. the aerosol can *b. the pinball machine* *c. the bar code*
d. the remote control *e. the ring-pull opener*

II. Close your book and listen to some people talking about the different inventions. Which invention are they talking about? {28, 29, 30, 31, 32}

III. Listen to the person talking about the aerosol can again. As you listen, fill in the missing words. {28}

This.....(1) designed in World War II.....(2) the United States Department of Agriculture. It.....(3) originally developed to protect soldiers.....(4) insects. Today's version contains no CFC gases and.....(5) designed to be environmentally-friendly. A famous.....(6) was James Bond. He uses one to.....(7) a flame thrower in the movie Live and Let Die.

Why do they say "***was designed***" in one place, but "***is designed***" in another?

IV. Listen to the person talking about the bar code again and read the text. {29}

Originally these were circular. They were first used in the early 1960s to identify railroad cars and keep efficient records of stock in warehouses. Now supermarkets use rectangular versions for point-of-sale stocktaking. Some people say they are the sign of the devil. They point out that the two thin lines at both ends and in the centre are a way of representing the number six. So every product in every store contains the numbers 666 in code.

Was is the past form of ***is***. What is the past form of ***are***? Find it in the text.

V. Now read the text and answer these questions.

1. When and by whom was the ring-pull opener invented?
2. What was the weather like that day?
3. What was Ermel determined to do?
4. How does the opener work?
5. What was the problem with the original pull-off type?
6. What type do we use now?

These were invented in 1963 by Ermel Freize, a metals expert, after a family picnic. It was a very hot day and there were lots of cold drinks around, but no can opener. Ermel was determined to find a solution to the problem. And this is it. It tears a strip of metal from the can and leaves a hole to drink from. There was a litter problem with the original pull-off type and there were a lot of complaints, but now we use a push-in type.

VI. Listen to the person talking about the pinball machine again and say whether these statements are true (T) or false (F). {31}

1. Originally these were designed to entertain the employed in Chicago in the 1930s.	
2. The first machines weren't very sophisticated.	

3. It was an interesting game to play by modern standards.
4. It wasn't cheap to play the game.
5. Andrew Webber uses one to help him relax.

Work with a partner. Compare your answers. What are the negative forms of ***was*** and ***were?*** Find them in the statement.

VII. Complete this text with *was, were, wasn't,* and *weren't.* Then listen to the person talking about the remote control again and check your answers. {32}

The first version in the 1950s,.....(1) remote. It.....(2) connected to the television by a wire. So there.....,....(3) a wire across the user's living room floor and it.....(4) very safe. The early models.....(5) very popular and.....(6) replaced by ultra sound models in the early 1970s. These.....(7) fine for humans, but.....(8) popular with dogs and cats. Today we use infra-red versions to change channels.

LISTENING

I. Someone is preparing to give a presentation and he/ she can't remember the names of the things he/ she needs. Listen and help him/ her.

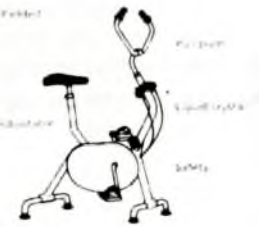
Presenter I need a thing to show transparencies.

You Do you mean a projector? There's one here.

II. You are going to hear a sales manager briefing his sales team on the product in the picture below.

1. Before you listen, label the cycle with the words in the box.

a. seat	*b. foot straps*	*c. handle bars*
d. handle bar grips	*e. speed and distance meter*	



SPECIFICATIONS

LENGTH

WIDTH

HEIGHT

WEIGHT

2. Listen and complete the specifications. {33}

3. Listen again and complete these sentences.

1. The AC4 was very successful.....
2. The AC4 is popular with.....
3. The AC4 doesn't sell well in.....
4. The AC5 is designed for.....
5. The AC5 is suitable for.....
6. The special feature of the AC5 is that it's.....

4. Match the words and phrases with similar meanings. {33}

1. low cost	a. easy to change to a new position
2. compact	b. good value
3. high stability	c. doesn't fall over easily
4. robust construction	d. doesn't take up much space
5. portable	e. strongly made
6. adjustable	f. easy to pick up and carry about
7. folds up for easy storage	g. collapsible

READING

I. Pre-reading questions.

1. What services do banks in your country provide?
2. What do you think about them?
3. What can you benefit from them?

II. Read the leaflet about First Direct. What services does it offer?

Welcome to a new and different way of banking	**The banking service that gives you time for the important things in life**	**Why you should bank with First Direct**
First Direct offers a banking service that enables you to do all your normal banking business without having to set foot inside a bank branch. First Direct is a division of Midland Bank plc and offers a person to person banking service 24 hours a day, every day - at the end of a telephone. Your call will always be answered by a banking representative whose job is to assist you with a full range of banking products and services. Our interest rates are highly competitive because our overheads are low. We have no branches so we can pass on cost savings to our customers.	First Direct lets you make more of your time. Whether you are busy at work, or relaxing at home, the UK's first 24-hour person-to-person banking service is more convenient. It lets you manage your finances whenever you want. You can call us at any time of the day or night, at weekends, even on public holidays, for a wide range of banking services. You can call us 24 hours a day to arrange payment of domestic bills (gas, electricity, water, etc.); transfer money in the UK or around the world; check the balance of your Cheque Account; or order foreign currency or travellers' cheques. Make the most of your time with a First Direct Cheque Account.	• We are open 24 hours a day, every day. • You can transact your banking needs over the telephone. • You can pay bills over the telephone. • You can withdraw up to £ 500 cash a day from over 13,500 cash machines. • You can guarantee cheques up to £100. • You will always deal with friendly and efficient staff.

III. Read the leaflet again and correct these statements.

b. First Direct has branches in all major cities.
c. The bank is open from 8 a.m to 8 p.m.
d. Bank charges are higher than in other banks.
e. It offers only a limited range of services.
f. You cannot transfer money to foreign countries.
g. You can withdraw £500 a week from cash machines in the UK.
h. You can guarantee cheques up to £50.
i. You can pay bills without going to a bank branch.

IV. What can you benefit if you bank with First Direct?

What do you think? Would you like to use First Direct as a bank? Does your bank offer a similar service?

LANGUAGE STUDY

- Adjectives
- *was* and *were*
- *What was it like?*
- Dimensions

I. Do you know what all these adjectives mean?

cold	old-fashioned	expensive	inefficient
unfriendly	crowded	five star	busy
wonderful	boring	useless	short
tiring	inexperienced	informative	windy
fast	entertaining	large	uncomfortable

II. *Cold* is the opposite of *hot*

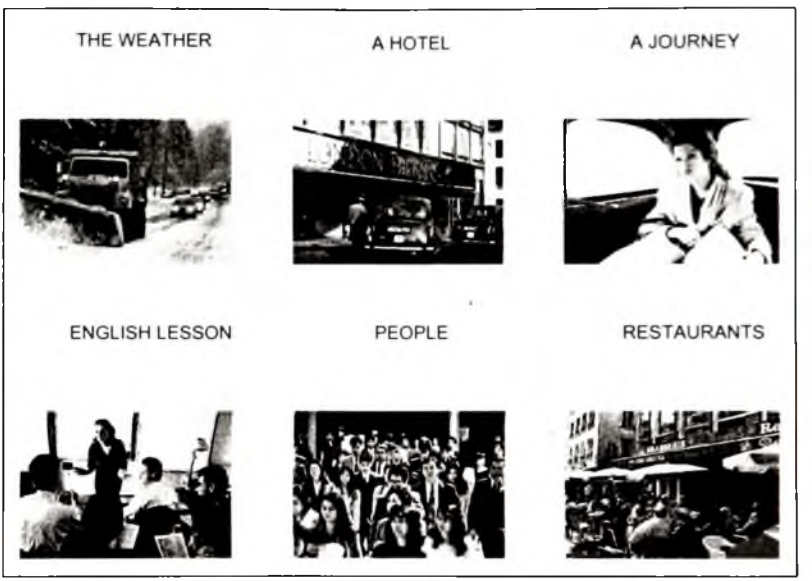
Find opposites for these adjectives in the box.

long, cheap, small, modern, slow, interesting, terrible.

What are the opposites of these adjectives? (Look in the box to check your answers.)

comfortable, efficient, friendly, experienced, useful

Find adjectives in the box to describe these things. Then think of different hotels, journeys, etc. What other adjectives can you use to describe them?



III. Work in pairs

1. Imagine one of you went on an excellent training course in London. Answer your partner's questions about:

- the journey
- the lectures
- the trainers
- the lecture hall
- the cost of living
- the city
- the library

- the food
- the accommodation
- the weather

What was the journey like?

What were the lectures like?

2. Now imagine one of you went on a terrible camping holiday in Sweden. Answer your partner's questions about:

- the journey
- the weather
- the camp sites you stayed at
- the people you met
- the restaurants you visited
- Swedish food

What was the journey like?

What were the camp sites like?

IV. *Interesting* and *interested* are both adjectives. *Interesting* describes a quality something has. *Interested* describes a reaction. Complete these sentences with *interesting* and *interested.*

1. It was an..... lecture.
2. The film was very.....
3. There are a lot of..... buildings in Singapore.
4. That's an..... book.
5. We're..... in your projects.

V. Do these adjectives describe the products or services your company or a company you know well sells or provides?

efficient	*reliable*	*good value*	*sophisticated*	*professional*
technologically advanced			*expensive*	
high-quality	*well designed*		*environmentally-friendly*	

Think of more adjectives to describe the products or services. Say what is special about them:

Our prices are competitive.
Our staff are well trained.
We offer a wide variety of options.

PRONUNCIATION

Some English words have the same pronunciation but different meanings and spellings.

/wei/	How much does it **weigh**?
	Could you tell me the **way** to the National library?
/weit/	The **weight** is 5,370 kg.
	I'll **wait** in the canteen for you.

Listen to some words and write them down. Write different spellings for each word. {34}

1. .....
2. .....
3. .....
4. .....
5. .....
6. .....
7. .....
8. .....
9. .....

Now turn to File 8, on page 212 and check.

VOCABULARY

I. How do you write down the new English words you want to learn? Have you got a system? Below are some different ways of recording the meaning of a new word. Which one is:

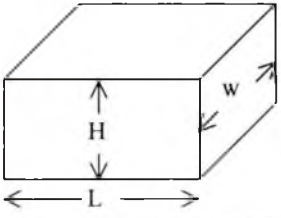
- an example sentence?
- a diagram or picture?
- an explanation in English?
- a translation?
- an opposite?

And which are good ways of recording words? Which ones:

- are quick and simple?
- explain the meaning clearly?
- help you to use the word in a sentence?
- make the word easy to remember?

a. *delivery = livraison*
b. *boring ≠ interesting*
c. *to adjust to change to a new position*
d. *competitive "There are a lot of companies in this market. It's a highly competitive business".*

Length
width
height



II. Record these words in different ways. Use a dictionary to help you, if necessary. (What is the best way of recording each one?)

lorry, inefficient, component, weight, reliable

III. Sorting words into groups can help you remember them. You can group together words belonging to the same family. Complete this table:

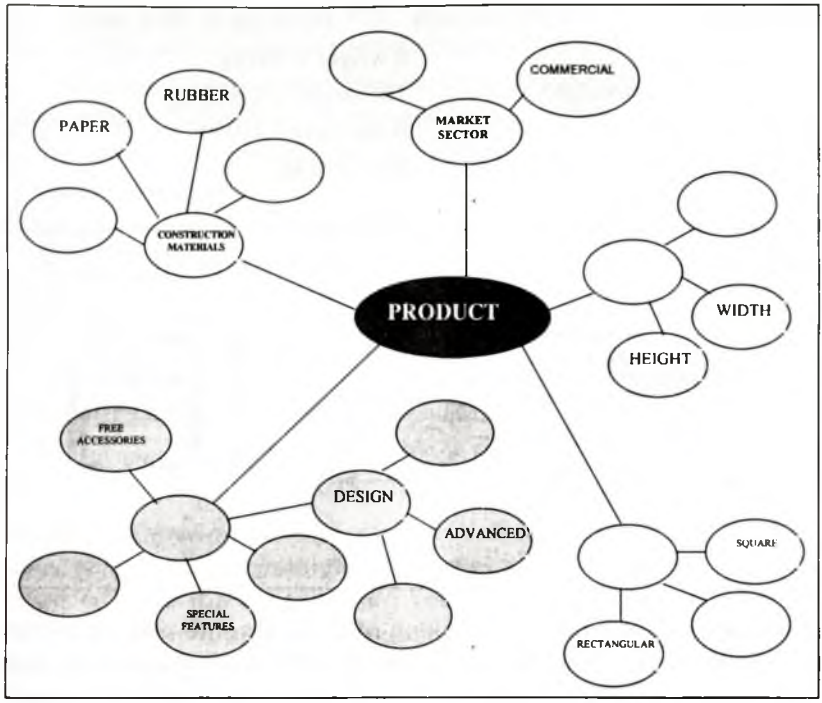
VERB	NOUN	NOUN (PEOPLE)
to produce	production	producer
	sale	
		advertiser
	management	
to employ		
		interviewer
	negotiation	
to import		
	ownership	
		publisher
to found		
	advertisement	
to invest		
	expansion	
		competitor

IV. You can group together words that often go together. Think of more words to add to these boxes.

to make	a product a presentation a mistake a phone call a.....	to manufacture to sell to market to design to.....	a product

V. You can group together words connected with the same topic. Use the words in the box to complete this network.

length	easy maintenance	sophisticated	plastic
shape	selling points	domestic	steel
modern	user-friendly controls	dimensions	circular



SPEAKING

I. Think of an item (or something in the room if you like) and describe it to your classmates. They must guess what it is.

Example:

You *It's similar to a note pad and it's used to write on. It's white, rectangular, and made of paper.*

Classmate(s) *You mean a flip chart*

II. Study these ways of describing dimension. Then cover them up, look at the diagram, and try to remember them.

How long is it?	It's 382.5cm long.	The length is 382.5 cm.
How wide is it?	It's 105.0 cm wide.	The width is 105.0 cm.

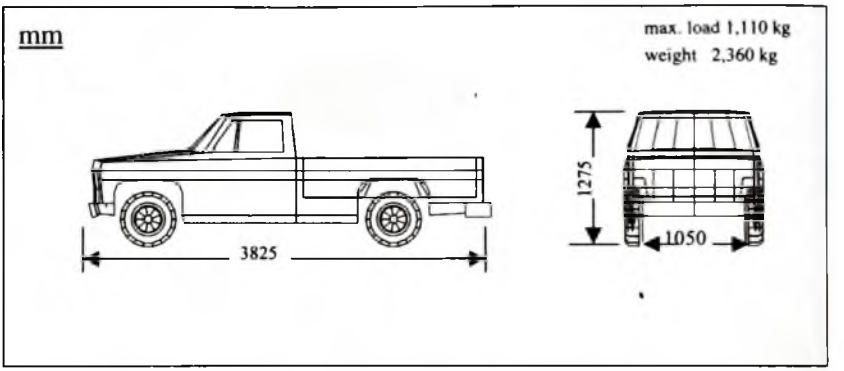
How high is it? It's 127.5cm high. The height is 127.5 cm.

How heavy is it? It weighs 2,360 kg.

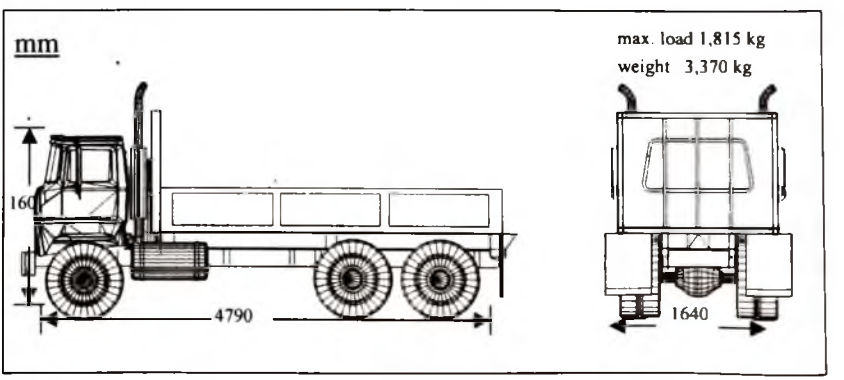
How much does it weigh? The weight is 2,360 kg.

How much can it carry? It can carry 1,110 kg.

What's the maximum load? It's 1,110 kg.



III. A transport manager is thinking of buying some pick up trucks for his fleet. Act out the conversation with the salesperson. Ask and answer questions about the size and dimension of the truck below.



IV. Work with a partner. One person looks at the information below. The other looks at the information File 6 on page 212.

You want to forward some large machines to a customer in Paris. Phone your partner's forwarding company and make enquiries.

Your information
The machines are in 6 wooden crates.
The dimensions of each crate are: Length - 4m Width - 2 m Height - 2.5m.
The cubic capacity of each crate is 20m3.
Each crate weighs 1,500 kg.
Information required
How many trailers do you need/ How much does it cost?
How long does it take to drive a trailer to Paris?

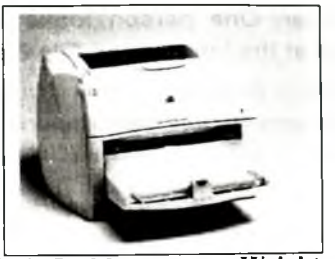
V. Work in groups of three or four. You are looking for executive toys to give your customers and clients this New Year and you want to give them something unusual. You have all collected information on a different product. Read the Information and then take it in turns to describe your product to the group. Tell them about:

- its use or purpose
- its size and dimensions
- the accessories (extras) it comes with
- the price

Decide what to buy your customers. Each person in your group needs to look at different information. (See Files: 5 on page 211, 15 on page 218, 24 on page 224).

WRITING

I. Look at the product specifications. Write questions to go with the answers below.



Memory 1MB built-in RAM **Weight:** 6.2 kg
Dimensions *Width:* 438 mm *Height*: 215 mm *Depth:* 372 mm
Price £350

Example:

Q		How big is the memory?
A		It's 1MB.
1	Q	.....
	A	It's 372 mm.
2	Q	.....
	A	It's 438 mm.
3	Q	.....
	A	It's 215mm.
4	Q	.....
	A	It weighs 6.2 kg
5	Q	.....
	A	About £350.

II. A friend of yours is thinking of opening a bank account. Write a short note explaining some of the advantages of opening an account with First Direct. You can look at the article about First Direct from READING for ideas.

.....
.....
.....
.....
.....

III. Write questions for these answers.

1. *How big is it?*

217 x 145.5 x 145.5 cm.

2. .....

It's got 5 shelves.

3. .....

It's made of genuine leather.

4. .....

50 kg

5. .....

It costs $368.

6. .....

Yes, that includes delivery.

NEW WORDS

adjust (v)	điều chỉnh
aerosol can (n)	bình xịt khí nén
bar code	mã vạch
carousel (n)	hộp tròn để đưa phim vào đèn chiếu
CFC	khí CFC
circular (n)	tròn, chuyển động vòng tròn
crate (n)	thùng gỗ thưa
cubic capacity (n)	dung lượng
depression year	năm suy thoái kinh tế
easy maintenance	dễ bảo trì
environmentally-friendly	không làm ô nhiễm môi trường/ thân thiện với môi trường
exercise cycle	xe đạp cố định
flame thrower	bình phun lửa
flip-chart (n)	tập giấy để ghi chép
foot straps (n)	đai da buộc chân vào bàn tập

handle bars (n)	ghi đông
handle bars grips (n)	tay nắm trên ghi đông
infra-red	hồng ngoại
lectern (n)	bục đứng
marker (n)	bút viết bảng
padded (adj)	được bọc đệm
pinball machine	máy chơi bắn đạn
point of sale stocktaking	kiểm kê hàng hoá ngay tại điểm bán
records of stock	sự kiểm kê hàng tồn kho
rectangular (n)	hình chữ nhật
remote control (n)	bộ điều khiển từ xa
ring-pull opener	khoen mở nắp hộp
selling points	điểm bán hàng
socket (n)	ổ cắm điện
sophisticated (adj)	phức tạp, rắc rối
speed and distance metre	đồng hồ đo tốc độ và khoảng cách
strip (n)	mảnh, dải
tear (v)	xé rách
trailer (n)	xe rơ-moóc
ultra sound	(sóng) siêu âm
United States Department of Agriculture	Cục Nông nghiệp Liên bang Hoa Kỳ
user-friendly control	dễ sử dụng
version (n)	phiên bản

REVIEW 1

Objectives

- Consolidating the knowledge and check the progress.
- Practising and improving four skills.
- Developing communication skills at work.

Contents

- Grammatical exercises;
- Vocabulary exercises;
- Communication activities.

I. Find eight nouns in this puzzle. Then make adjectives from the nouns. The first one is done for you.

b	a	n	k	t	d	d	a	a	x	c	l	*bank → banking*
t	f	h	c	q	f	e	t	y	i	p	a	
r	g	t	b	b	n	i	s	l	i	p	w	
a	a	s	n	x	d	f	n	r	l	k	k	
n	o	s	e	c	r	e	t	a	r	y	r	
s	m	a	q	r	t	c	t	y	n	e	e	
l	a	t	o	s	g	f	l	l	u	c	p	
a	n	t	r	a	n	s	p	o	r	t	e	
t	a	d	o	a	d	f	k	u	z	n	j	
o	g	b	i	s	v	b	n	d	j	u	b	
r	e	r	u	y	i	e	f	i	h	u	h	
t	r	y	o	k	s	s	l	j	o	o	b	

II. Complete these sentences with either a noun or a verb.

1. (*manufacture*) Proton is a car..... in Malaysia.
2. (*design*) My job is to..... new models.
3. (*export*) The company..... many of the cars we make to other Asian countries.

III. Use the words/ phrases in the box to talk about your job. Tell your partner about your job. Listen to your partner talk about his/ her job. Make notes.

after *as soon as* *before* *when* *if*

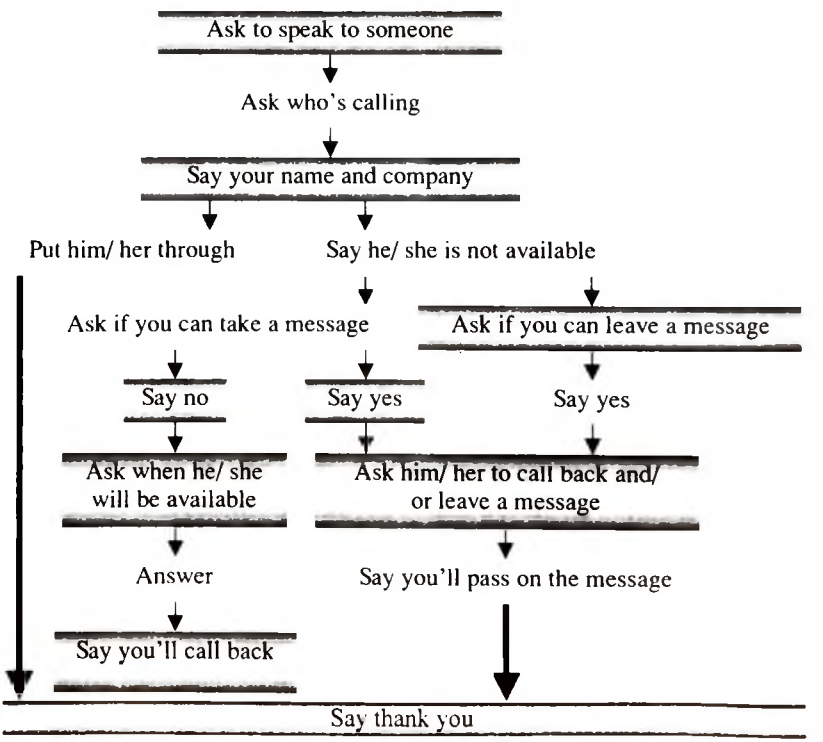
Notes

.....

.....

.....

IV. With a partner, practise taking and leaving messages using the plan.



Is this plan useful in your work? In small groups, draw a new plan for answering the telephone in your company.

V. When organizing a meeting, there are many things to think about. Look at the words below. Match each verb with a noun or a phrase. The first one is done for you.

4. list	a. people's availability
5. notify	b. attendees
6. prepare	c. a date and time
7. fix	d. an agenda
8. reserve	e. the finished agenda
9. check	f. a room
10. circulate	g. the participants

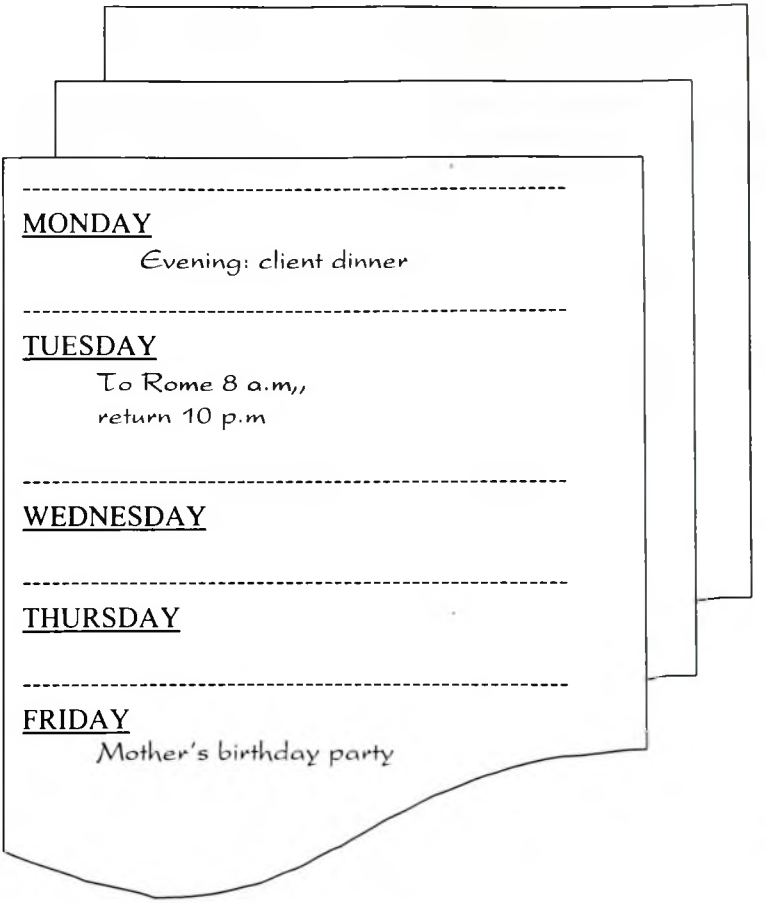
VI. How do you let someone know you want to speak in meetings?

1. bang your list on the table
2. raise your hand
3. just start speaking
4. say "err" or "umm" before speaking
5. ask if you can say something
6. other.....

VII. Work in groups. Your company manufactures faction clothing. They have decided to launch a new range of shoe products. Your group has to decide design issues for the shoes. Have a meeting.

Choose one member to be the chairperson. The chairperson should open the meeting and make sure that everyone gives an opinion.

VIII. Here is your dairy for this week. Today is Monday. A colleague phones to invite you out. Complete the conversation below.



IX. You are on a business trip in the Far East. You make some telephone calls to arrange meetings. Fill in the gaps in these conversations.

1. You want to speak to Mr Chang.

Office: Chang Imports. Good morning.

You: .....

Office: Who's calling?

You: .....

Office: Putting you through.

2. You want to contact the Commercial Department.

Office: Department of Overseas Trade.

You: .....

Office: Sorry, the line is engaged. Will you hold?

You: .....

3. You want to speak to Mr Watanabe.

Office: Mr Watanabe's office.

You: .....

Office: I'm sorry, he's out at the moment. Can I take a message?

You: .....

Office: Thank you. I'll tell him.

4. You want to speak to Mary Wong. Check you have the correct office.

Office: Hello. Extension 344.

You: .....

Office: She's on another line now. Shall I transfer you?

You: .....

X. Add comments to the sentences. Use the present continuous, *going to*, or *will*.

1. I'm afraid that I can't meet you for lunch on the 30th.

   I'm seeing Mr Karlssen in Oslo.

2. The management have an announced how they intend to reduce costs.

.....

3. I'm sorry, I didn't realize you were busy.

.....

4. Our Sales Manager has finally chosen what he wants as a company car.

.....

5. I need some time to think about this proposal.

.....

6. Our Export Manager is in Peru at the moment looking at new offices.

.....

XI. Read this letter and put the missing phrases in the right place

a. word processing programs
b. hearing from you
c. I am working as a Secretary
d. the position
e. fluent Spanish and French
f. Secretary to the Export Sales Manager

22 June 200...

Dear Sir or Madam
I have seen your advertisement for a.....(1) in the Globe and Mail and would like to apply for.....(2).
I am 33 years old and at present.....(3) in the Sales Department at Continental Assurance. I am familiar with common .....(4) and I speak.....(5). Further information is in my CV.
I look forward to.....(6).
Yours faithfully,

S. BLAGGS

XII. Rewrite these questions in a more polite form.

1. Where is the train station?

.....

2. What time does the bus leave?

.....

3. When do the shops close today?

.....

XIII. Rewrite these questions in a more polite form.

1. Could you tell me how I get to the conference centre?

.....

2. Do you know when breakfast is served?

.....

3. Could you tell me the restaurant's phone number?

.....

XIV. Read the example and then write a short paragraph about the changes you would make in the following situation.

If I were the Prime Minister, I would raise taxes and spend more money on education. I would reduce bureaucracy and cut defence spending. I would abolish the monarchy, and move into the palace, which I would make my private home.

If I were Chairman of the company I would work for...

.....

.....

.....

XV. Complete the sentences using the present perfect and a superlative adjective.

1. good meal/ have

The best meal I have ever had was in France.

2. interesting course/ go on

.....

3. good computer/ use

.....

4. nice country/ visit

.....

5. expensive hotel/ stay in

.....

6. fast car/ drive

.....

7. reasonable boss/ work for

.....

8. bad job/ have

.....

Unit 6

VISITING A COMPANY

Objectives

- Mastering ***Present Perfect, Past Simple*** tenses and ***Passive voice***.
- Providing knowledge on describing systems and processes, achievements and company history
- Forming appropriate manner.

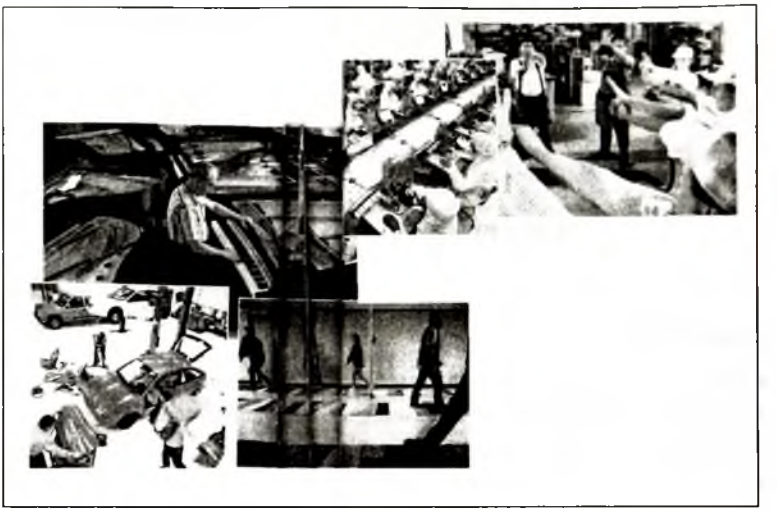
Contents

Language functions:	Achievements Describing systems and processes Company history
Language study:	Present Perfect and Past Simple tenses *For* and *since*, *ever* and *never* Passive voice Sequencers
Pronunciation:	Vowel sounds
Vocabulary:	*Make* and *do* collocations

PRESENTATION

I. Do you ever show foreign visitors around your place of work? Who are the visitors and what do you show them?

II. Here are some photos of people at work. What do you think they are doing?



III. Listen to some people showing visitors round. Match each conversation with the correct photographs. {35, 36, 37, 38, 39}

IV. Listen again and fill in the missing words.

{35} a. The semi-conductors..... here.
Everyone..... from head to toe.
I'm afraid we can't.....

{36} b..... you..... an assembly line where the cars..... together?
Well this is the.....
It's the place where the cars..... apart.
To learn about recycling. We've been studying..... the parts.

{37} c. How long..... he..... here then?
..... last year, I think.

d. The testing..... in here.
..... $5 an hour.

..... a local employment agency, but some of them have been coming here.....

{39} e..... have you been doing this?
Before that the employees..... get a lot of injuries,.....
....., from all the heavy lifting they.....
Now everyone..... lifting techniques.
No one..... back problems..... we started.

LISTENING

I. You are going to hear a manager at Peugeot Talbot s car assembly plant showing some visitors round. As you listen, number the paragraphs in the right order. {40}

☐ Fitting the windscreen

☐ Testing the brakes

☐ Hanging the doors

☐ Testing the mechanical components

☐ Testing the car on the track

☐ Constructing the car body

☐ Fitting the wheels

☐ Painting the body

☐ Constructing the chassis

II. Now use the photographs to describe the process.

A. The car body is constructed.

B. What happens next?
then?
after that?

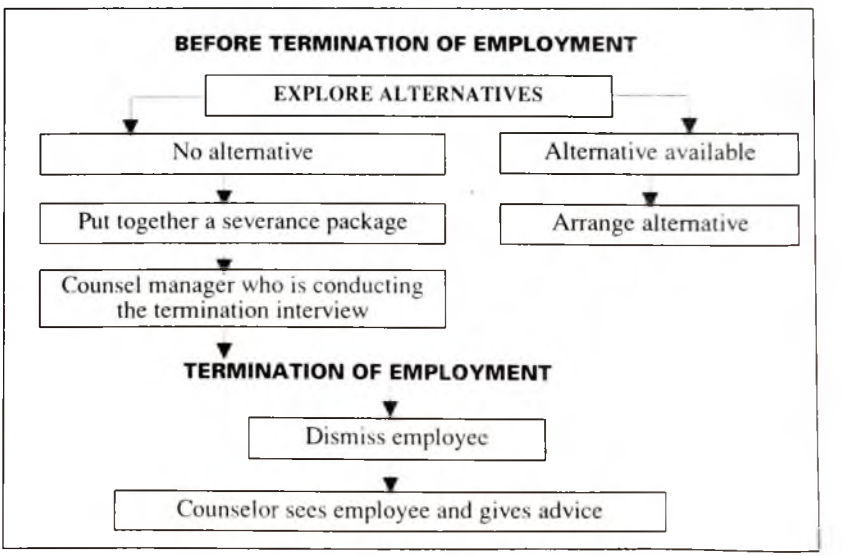
A. The doors are hung.

READING

I. Study the flow chart and the article describing a relocation counseling service, and fill in the missing information below.

No company wants to make employees redundant, but occasionally they have to. At Urquart, Preger and Stern we provide a three-stage counseling service designed to help everyone concerned.

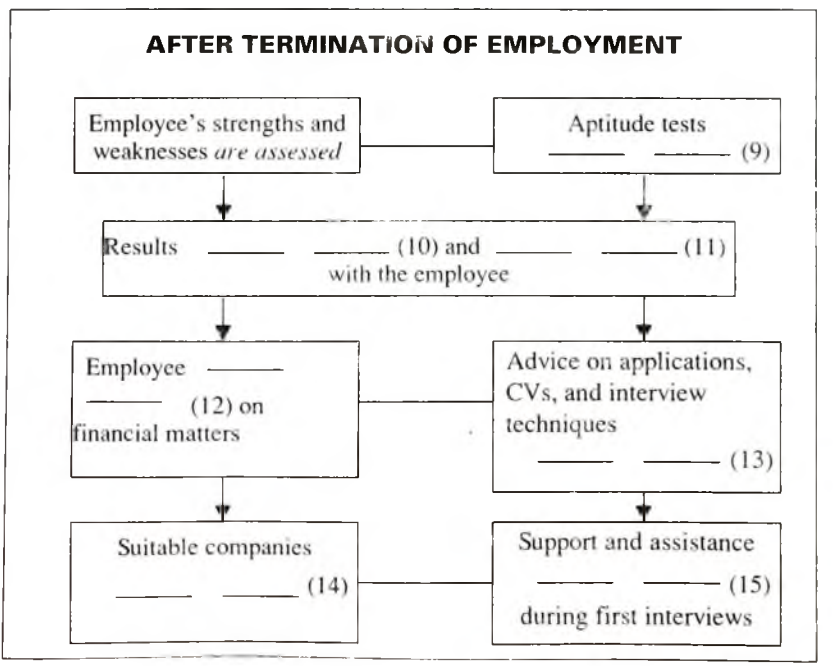
Firstly, the alternatives to redundancy *are explored* (1) and the possibilities of early retirement, transfer, or demotion are discussed. If there is a suitable alternative, it.....(2). If not, a fair severance package.....(3). Next, the manager who has to dismiss the employee.....(4) on how to conduct the interview.



The employee.....(5) at the termination interview. Immediately afterwards, he or she.....(6) by a counselor and.....(7) advice on how to deal with the shock, and other problems, such as telling the family.

II. Now read the rest of the article and complete the flow chart.

The following day, there is a second interview to assess the employee's strengths and weaknesses and administer aptitude tests. The counsellor then analyses the test results and discusses them fully with the employee. They also advise on financial matters, if necessary. Over the next few weeks, the counsellor helps the employee to work out a job search plan, and provides advice on applications, CVs, and interview techniques. Working together, they identify suitable companies for applications and the counsellor offers support and assistance to the employee during the first interviews. If the company wishes, continued support can be given until the employee is successful in finding a new job.



III. Use the words in the box to complete the instructions.

Then	*Finally*	*First*	*Next*

....., open the phone so that you can see the buttons.

..... press the 'Talk' key.

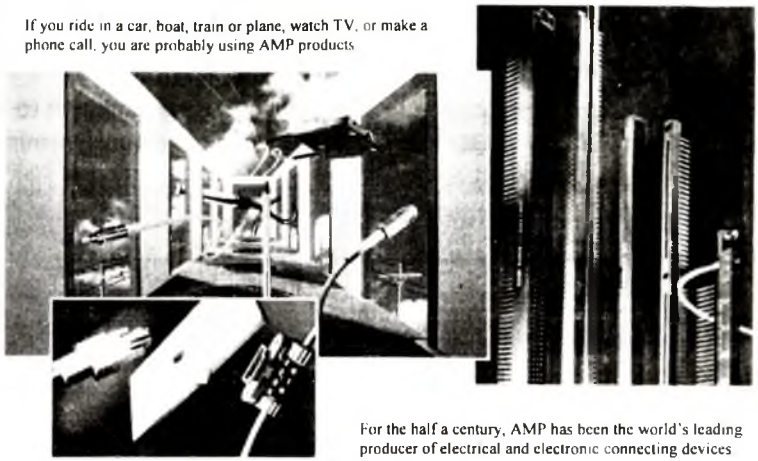
....., dial the number. If you have programmed certain numbers into the phone, press 'Memory' key followed by the code for the number you want.

....., when you have finished, press the 'End' key and close the phone.

LANGUAGE STUDY

- Present Perfect and Past Simple tenses
- *For* and *since*, *ever* and *never*
- Passive voice
- *Sequencers*

I. Have you ever heard of AMP? What do they produce and where are their products used?



II. Work with a partner. Look at these notes, ask and answer questions about AMP s past.

A. How long ago | When — *did the company start trading?*

B. Over fifty years ago. / In 1941.

THE AMP CORPORATION

1941	The company started trading.
1943	Invented the pre-insulated terminal that gave the company long-term leadership in the market.
1952	Set up its first foreign subsidiaries in Puerto Rico, France and Canada.
1959	Went public*
1966	Joined the Fortune Magazine list of America's largest corporations.

1983 Opened a new corporate headquarters in Harrisburg, Pennsylvania.

1994 Achieved ISO 9000 quality certification throughout the corporation.

** The company's stocks and shares were listed on the New York Stock Exchange.*

III. All these actions happened in the past, but they connect to the present. For example, AMP still produce pre-insulated terminals and they still have subsidiaries abroad.

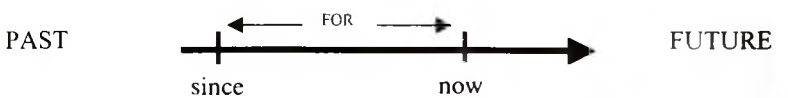
Work in pairs. Ask and answer questions about the present.

How long have AMP	*been in business*
	been producing pre-insulated terminals?
	had a subsidiary in Puerto Rico?
	been a public listed company?
	been in the Fortune Magazine list?
	been operating from their new headquarters?
	had ISO 9000 quality certification?

IV. We use *for* with a length of time and *since* with a point in time.

They've been in business for over fifty years.

They've been in business since 1941.



Decide whether to use for or since with the time expressions below.

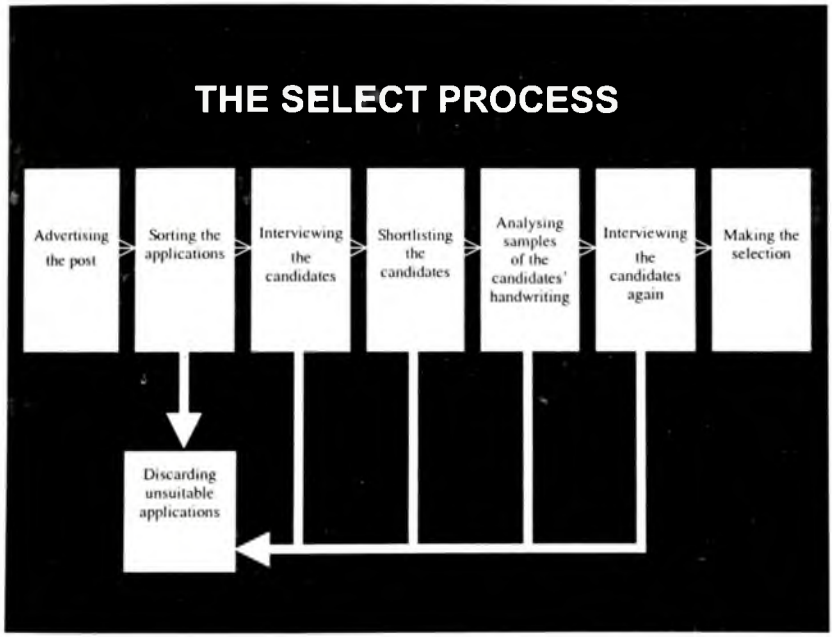
1 – 4 days
2 – 3 hours
3 – Monday
4 – ages
5 – last month
6 – 2003
7 – two months
8 – 5 o'clock
9 – 6 years
10 – last night
11 – the 1990s
12 – the oil crisis.

V. Study the flow chart and complete the passage below, using the Passive. Use one word per space.

First the post..... (1) in the local or national press.

When the application arrive they..... (2) and unsuitable applications .....(3). Next the candidates .....(4) .....(5) and .....(6).

Then samples of the best candidates' handwriting are sent to a graphologist where they .....(7). After that, the successful candidates .....(8) again, and finally the selection .....(9).



THE PASSIVE

USES

Describing actions - without saying who does them.

The company's activities are divided into six business areas.

It's made of plastic.

Nissan UK was founded in 1969.

Describing

The data is fed into the computer.

The bumpers are packed, and taken to the lorries.

FORMATION

Use the verb **be** as a help verb. Use it with the third part of the main verb (the past participle)

Then the component is ***taken*** *to the factory floor.*

components ***are***

To change the tense, change the form of the verb **be**

It is *made by hand*

was

VI. Find words and phrases in the passage above that show the order of events. Underline them.

VII. Look at a factory manager's description of the process of making car bumpers. The steps are in the wrong order. Number them in the correct order.

We don't keep stocks of the finished bumpers. We operate a 'just in time' system.	
☐	We test the bumpers...
☐	The computer arranges the production schedule.

☐	... before we pack them in crates.
☐	First we receive the order...
☐	Finally we load them into lorries...
☐	... and we deliver them to the customers.
☐	... where we manufacture the bumpers.
☐	... and we feed it into the computer.
☐	Next a conveyor belt takes the raw materials to the factory floor...
The whole process only takes about nine hours from start to finish.	

Listen to check your answers.

VIII. Now describe the process more formally, as shown below.

First an order is received and fed into...

Use these words to show the order of events.

First *Next* *before* *Finally*

IX. Choose the correct verbs from the boxes to complete the passage. Remember to use the Past Simple tense.

be, sell, establish, grow, import, have

find, decide, begin, become

THE HISTORY OF NISSAN IN THE UK

Nissan *established* a small trading company in 1969. It.....(1) cars from Japan and.....(2) them in the UK. The company only.....(3) 0.2% of the market in 1970 but it.....(4) fast. By 1974 it.....(5) the UK's leading car importer.

When the UK.....(6) a major export market, Nissan.....(7) to build an assembly plant. After a long search it.....(8) a suitable site in Tyne and Wear. Cars.....(9) rolling off the production line in 1986.

achieve, be able to, have to, supply	At first, the plant.....(10) limit production because of the JAMA import restriction agreement. But by 1988 UK companies.....(11) the majority of components and Nissan.....(12) the target of 60% local content. The plant.....(13) increase production.
be, be, win, set up, launch, start	In 1991 Nissan.....(14) a new distribution company and it.....(15) operations in January 1992 with a network of 150 dealers. By the end of the year there.....(16) 267. Nissan.....(17) the Micra (March) in 1993 and it.....(18) the European Car of the year Award. It.....(19) the first Japanese-badged car ever to win.

PRONUNCIATION

VOWEL SOUNDS

One word in each group has a different vowel sound to the rest Listen and decide which word is different. {41}

1. car	track	plant	last
2. step	eight	brakes	paint
3. wheel	each	test	me
4. door	bought	for	post
5. hung	come	one	worst
6. new	move	look	you

VOCABULARY

MAKE AND DO

The verbs *make* and *do* can have similar meanings.

I had to make a difficult speech.

I did the job twice by mistake.

We often use *make* to talk about creative actions and *do* to talk about work so we *make speeches* and we *do jobs*. But in lots of cases it's difficult t know which word to use. You have to learn the expressions one by one.

I. Do we *make* or *do* these things?

1. ..... a telephone call
2. ..... someone a favor
3. ..... a complaint
4. ..... a decision
5. ..... English homework
6. ..... a mistake
7. ..... progress
8. ..... damage
9. ..... a profit
10..... research
11..... enquiries
12..... business

II. Work in pairs. One person should use the information in File 13 on page 217 and the other should use the information in File 16 on page 218.

SPEAKING

Work in pairs or small groups. You are going to show a visitor around your work place.

I. First work out the scenario. Decide:

1. who the visitor is (potential client/ supplier/ sponsor, etc.)
2. what the purpose of the visit is
3. what you want to tell the visitor about your work place
4. which systems and processes they will be interested in
5. which parts of the building they should visit
6. which people they should meet.

II. Then plan an itinerary for the visit with times, places and people to meet. (Look at File 9 on page 213 if you need help.)

III. Finally, act out the visit. The host(s) should make the visitor(s) welcome and take them to the places on the itinerary. The visitor(s) should ask questions about the things they see.

IV. Work in pairs. Ask and answer questions about the Nissan Motor Company using the information given in the flow chart in V.

A *What happened in 1925?*

B *Three small motor companies merged.*

A *When did Nissan begin car production again?*

B *In 1947.*

Regular verbs add -ed in the Past Simple tense. Irregular verbs have a special form. There is a table of irregular verbs on page 254.

V. Work in small groups. Decide on a process you like. Draw a flow chart showing the steps and stages of the process. The ideas in the example below may help you. And then work in small groups, describe the order of steps in the flow chart and explain the process to other groups.

THE HISTORY OF THE NISSAN MOTOR COMPANY

1925

Three small motor companies merge to form the Dat Jidosha Seiko Company

1932

The company produces the first Datsun car

1934

The owners re-name the company 'The Nissan Motor Company Ltd'

1935

Nissan opens the Yokohama plant

1936

Nissan introduces mass production methods

1938

Nissan stops producing passenger cars and concentrates on truck* manufacture

1947

After World War II, Nissan begins car production again

1958

A Datsun 210 wins the Australian Rally

1966

Nissan sets up its first foreign manufacturing operation in Mexico

1980

The National Space Development Agency of Japan send a rocket into space, with solid-fuel rocket boosters designed and produced by Nissan

1981

Nissan makes an agreement with Volkswagen to produce the Santana in Japan

1992, 1993, 1994

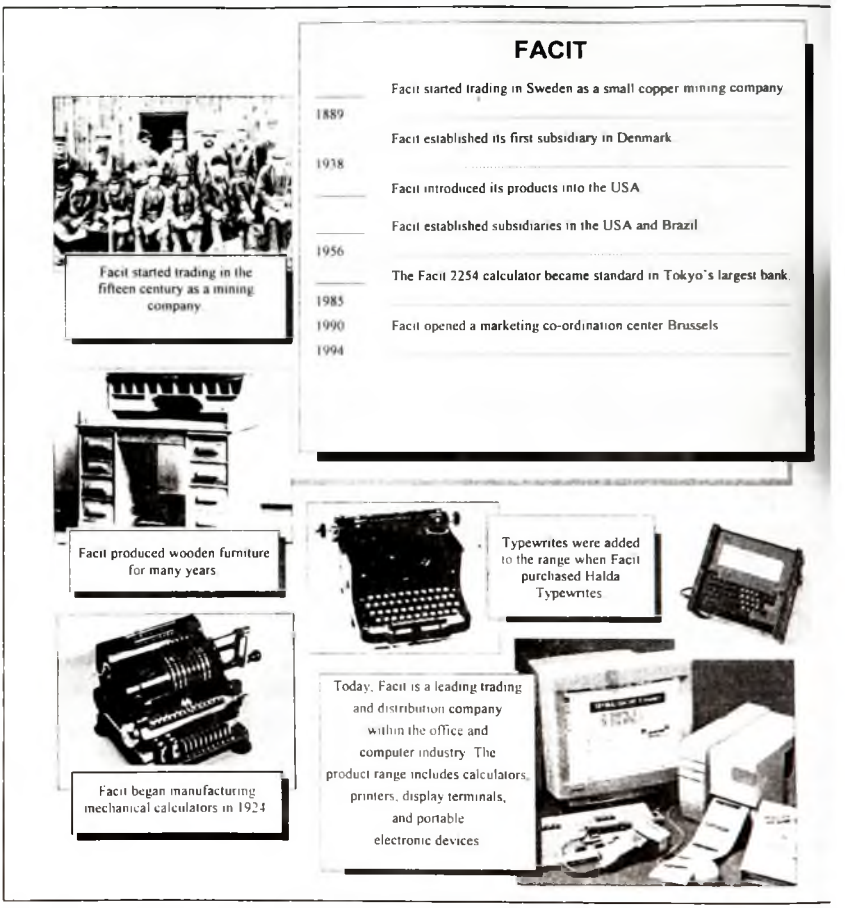
In the UK, Nissan earns a Queen's Award for Export Achievement for three years running

* British English: lorry

VI. Work in pairs. One person uses the information below and the other uses the information in File 10 on page 214.

You are a newspaper reporter writing an article on Facit, a Swedish office equipment company. Ask the public relations officers for information to complete these notes.

When did Facit start trading?
What happened in 1889?



VII. Work in pairs. Take it in turns to give each other instructions. Student A, turn to File 11 on page 214. Student B, turn to File 12 page 215.

WRITING

I. You are examining the possibility of leasing your company' s fleet of lorries. Read this advertisement for Lex Van Contracts. Which services are the most useful?

Lex Van Contracts take away the headaches of running the company fleet and allow you to get on with running the business.

- We advise customers on the most cost-effective and efficient vehicles for their specific needs.
- We inspect every vehicle before delivery.
- We arrange signwriting.
- We replace types, batteries and exhausts when necessary.
- We service the vehicles at any time of the day or night.
- We provide a 24-hour recovery service.
- We deal with all the paperwork.
- We record the service history of our customers' fleets on our computer.

II. You decide to recommend Lex Van Contracts to your board. Write a report on all the services they offer. Use the passive in your report.

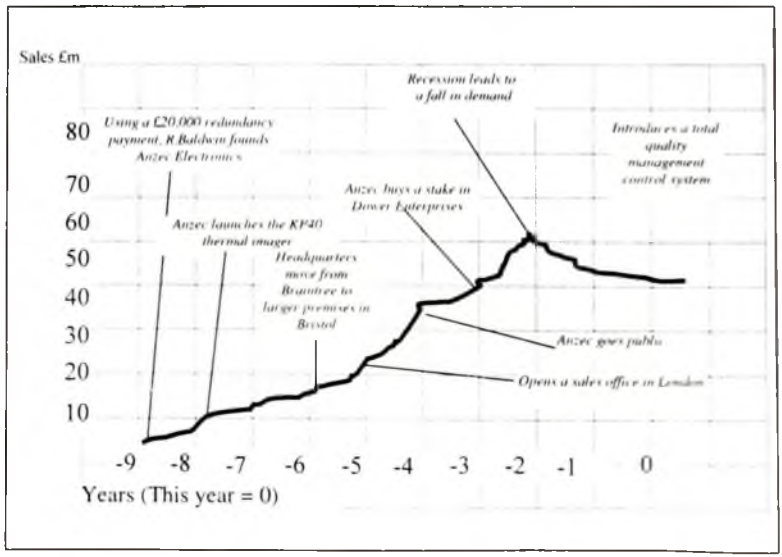
MEMORANDUM	
Date:.....	To: Hellen Williams, General Manager
From:..... Research Assistant	Subject: Fleet Leasing
As requested, I have been examining the possibility of leasing our fleet	

of lorries and I have found a suitable leasing company. Lex Van Contracts have an excellent reputation in the fleet leasing market. They provide a number of valuable services.

1. Customers are advised on the most cost-effective and efficient vehicles for their needs.
2. Every vehicle.....
3. Signwriting.....
4. Tyres, batteries, and exhausts.....
5. The vehicles.....
6. A 24-hour recovery service.....
7. All the paperwork.....
8. The service history.....

These services will offer substantial savings of administrative time and money. I therefore recommend we invite Lex to run the company fleet.

III. Write sentences about Anzec using the words below and the information in the graph.



Example:

Anzec / be / in business

Anzec has been in business for nine years.

It / produce / the KP40

It's been producing the KP40 for eight years.

1. Anzec / be / based in Bristol

   .....

2. It / have / sales office in London

   .....

3. Anzec / be / a public limited company

   .....

4. Anzec / own/ a stake in Dower Enterprises

   .....

5. Anzec / suffer / from the recession

   .....

6. The company / operate / a TQM control system

   .....

IV. Use these prompts to make sentences to describe a process.

1. coffee beans / collect / farmers

   .....

2. beans / dry / in the sun

   .....

3. beans / roast / in ovens

   .....

4. beans / sort / by workers

   .....

5. bags / pack / by machine

   .....

6. bags / transport / to market / by sea

   .....

NEW WORDS

24-hour recovery service	dịch vụ sửa chữa 24/24
assembly line (n)	dây chuyền lắp ráp
candidate (n)	ứng cử viên
car bumper (n)	cái cản xe hơi
casually (adj)	thông thường
chassis (n)	khung gầm xe
conveyor belt (n)	băng tải
cost-effective	đáng tiền
discard (v)	sa thải
executive recruitment agency	cơ quan tuyển dụng quản trị viên cao cấp
exhausts	ống xả
graphologist (n)	người xem tướng chữ
leasing system	cơ cấu cho thuê
local employment agency	trung tâm giới thiệu việc làm địa phương
pre-insulated terminal	thiết bị đầu cuối tiền cách nhiệt
resign (v)	từ chức
semi-conductor (n)	chất bán dẫn
sign-writing	hồ sơ cho thuê, hợp đồng
smartly (adj)	thanh nhã
sponsor (n)	nhà tài trợ
track (n)	đường chạy thử xe
tyre (n)	lốp xe
windscreen (n)	kính chắn gió

Unit 7

BUSINESS TRAVELS

Objectives

- Mastering ***modal, open conditionals***
- Providing knowledge on business travels
- Forming appropriate manner

Contents

Language functions:	Air travel
	Rules and regulations
	Future possibilities
	Company policy
Language study:	Modals expressing obligation
	Mustn't and *don't* have to
	Open conditionals
Pronunciation:	Voiced and unvoiced consonant sounds
Vocabulary:	Travel-related words

PRESENTATION

I. Do you travel by air? Why/ Why not?

II. Listen to three conversations at an airport. For each one, note down the traveller' s problem and destination.

{43} Problem.....
Destination.....

{44} Problem.....
Destination.....

{45} Problem.....
Destination.....

III. Act out the third conversation with a partner. These words wil help you.

A afraid / overbooked

B last week

A very sorry

B must / Paris/ 10 o'clock. If / seat in economy / give

A afraid / whole plane/ full. Next flight / 9.35 / too late?

B No

A see/ seat

B What/ if not?

A seat with another airline/ have to

LISTENING

I. Listen to the first conversation again and supply the missing words below. Use one word per space. {43}

a. ——— ——— get one in New York?

b. No ——— ——— ——— apply from ouside the USA.

c. So ——— ——— get on this flight?

What will happen if the traveller goes to New York?

II. Listen to the second conversation again. What musn't the traveller do? Why not? What doesn ' tshe have to do? Why not? {44}

III. Listen to the third conversation again and supply the missing words below. {45}

a. If there's a seat in economy,——— ——— ———

b. I'll see if ——— ——— ——— .

c. What happens if ——— ——— ?

d. We'll get you a seat with another airline if ——— ——— ———

READING

I. What customs surround a business lunch in your country?

1. What time do you eat?
2. How long does the meal last?
3. Do you talk about business all the time or just at the end of the meal?
4. Do you drink alcohol?

Compare your answers with this article.

WHO'S FOR A BUSINESS LUNCH?

	TYPICAL LENGTH	USUAL TIME	BUSINESS TALK	ALCOHOL CONSUMPTION
UK	1 hour	1.00 - 2.00	throughout the meal	🍸 🍸
Scandinavia	1 hour	12.00 - 1.00	throughout the meal	🍸
Russia	1.5 hours	1.00 - 2.30	throughout the meal	🍸 🍸 🍸
Germany	up to 2 hours	1.00 - 2.00	throughout the meal	🍸 🍸 🍸
Belgium/ Netherlands	1 hour	12.00 - 1.00	throughout the meal	🍸 🍸 🍸
France/ Luxembourg	2 hours	12.00 - 2.00	only after the cheese	🍸 🍸 🍸
Italy	2 hours	1.00 - 3.00+	late in the meal	🍸 🍸 🍸 🍸 🍸
Spain/ Portugal	3 hours +	12.30 - 4.00	late in the meal	🍸 🍸 🍸
Greece	several hours	more likely to be dinner	occasionally	🍸 🍸 🍸 🍸 🍸

Forget the language barriers. Forget the jet lag. If you're travelling abroad on business, your most difficult problem is lunch. Every country has different customs and you can't afford to get it wrong.

Down in the south of Europe, lunch breaks last a long time. In Italy they can last three hours. In Spain they can be followed by a siesta. Some Greek people actually have a siesta instead of lunch, so they can prepare for a very substantial late dinner. And when dinner comes, everyone's attention is on the food. So don't worry if the business discussion is slow starting. The goal is to eat well, demonstrate hospitality and develop relationships. Business can wait.

Some lunches are lighter than others. If you're in Scandinavia, a business lunch is sometimes just a plate of sandwiches. And don't be surprised if your hosts refuse alcohol and drink milk instead - and skimmed milk at that. Not all places are so health conscious. As one Russian businessman remarked "The Americans are always complaining about smoking and drinking. In Russia we have no problem. We do both".

The French like to take a long time over their lunch. One traveller can recall a French lunch that lasted seven hours. French restaurants sometimes have a special 'business menu'. This is a trick. It's a reasonably quick three course meal designed for people who have no business to do. If you want to do business, choose from the real menu and take your time. Anything under about two hours is classed as a coffee break.

II. According to the writer, are these statements true or false?

	T	F
1. Lunch is a more serious problem than jet lag for business travellers.	☐	☐
2. People in Spain have a short sleep before lunch.	☐	☐
3. If you're dining with Greek people, they will talk about business all the time.	☐	☐
4. Scandinavians eat very substantial lunches.	☐	☐
5. Americans smoke and drink a lot at lunch.	☐	☐
6. French business menus are not suitable for people who have to do business.	☐	☐

Do you know any of the countries in the article? If so, do you agree with the writer? Which country's customs do you like most? Why?

III. Work in groups of three or four. Talk about business lunch in your country.

IV. Underline the odd one out in these lists of words. Then compare your answers with a partner. Do you agree?

lunch	dinner	sandwich	breakfast

A sandwich is a kind of food and the others are all meals.

1.	Spain	France	Greek	Italy
2.	cheese	milk	cow	butter
3.	spoon	knife	fork	plate
4.	coffee	water	beer	tea
5.	late	skimmed	cold	fresh
6.	beef	pork	lamb	pig
7.	if	to	on	in
8.	eat	drink	consume	have
9.	strong	light	substantial	heavy
10.	goal	target	objective	problem

LANGUAGE STUDY

- Modals expressing obligation
- *Mustn't* and *don't have to*
- Open conditionals

I. Write sentences using the words in brackets. Use *mustn't* or *don't have to*.

Example:

This information is highly confidential. (tell anyone)

You mustn't tell anyone.

This report isn't urgent. (finish it today)

We don't have to finish it today.

1. These clients are very important. (upset them in any way)

.....

2. We have arranged car hire at the airport for you. (forget your licence)

.....

3. You can pay by credit card if you like. (pay cash)

.....

4. We've guaranteed zero defects. (make any mistakes)

.....

5. They can deliver very fast. (order it straight away)

.....

6. You can spend the weekend in Athens if you like. (be back until Monday)

.....

7. We can't afford more than $6,000. (offer $7,000)

.....

8. They speak good English. (employ a translator)

.....

II. Put the verbs in brackets into the Present tense or the Future using *will*.

A What time does Mr Alain's flight arrive at Heathrow?

B He gets in at 10.30 tonight. If he.....1 (take) about half an hour to get through customs, we..... 2 (leave) just after 11.00. Then we..... 3 (get) to the hotel just before midnight if there.....4 (not/ be) any problems.

A I'm afraid there probably will be problems. I phoned the airport, and the weather's bad. If it..... 5 (not/ improve), there.....6 (be) some long delays.

B That's OK. If he..... 7 (be) late, I..... 8 (wait) for him.

A Yes, but if the fog..... 9 (get) worse, they.....10 (start) diverting flights to other airports. If he..... 11 (land) in Manchester and there..... 12 (be) nobody there to meet him, he..... 13 (not/ be) very pleased.

B I'm sure he..... 14 (understand) if that..... 15 (happen). I'll go to Heathrow, and if his flight..... 16 (not/ arrive), I..... 17 (find out) what's happening.

PRONUNCIATION

VOICED AND UNVOICED SOUNDS

I. Listen to the first halves of some of the sentences below. Choose the correct ending then listen to the complete sentences and check your answer. {46}

1. a. If you like, we can ride
   b. If you like, we can write
2. a. If the price
   b. If the prize
3. a. If you change your glass
   b. If you change your class
4. a. If you want a view
   b. If you want a few
5. a. If we back
   b. If we pack

... our suitcases now, we'll be ready to leave straight away.
... a letter to the shareholders.
... is a bottle of champagne, I'll share it with you.
... to the meeting in the new car.
... from business to economy, we can't travel together.
... of the sea, we'll change your room.
... your idea at the meeting, will you back ours?
.... you can have some of this wine.
... is $500, we can't afford it.
... moments to think, I'll leave you alone.

II. Practise the sentences with a partner. One person should read the first half. The other should listen carefully and say the correct ending.

VOCABULARY

I. Work with a partner to complete the table below with words from the box. Words can go in more than one column, as in the example.

a time table	a car park	single/ double	one-way/	a platform	to rent
to be delayed	to check in	an arrivals hall	return	to take off	to book
a motorway	to board	a petrol station	a shuttle bus	to land	to check out
departure	a gate	a safe	insurance	a key	a fare
a connection	a bill	a seat-belt	a terminal		

HOTEL	TRAIN	PLANE	CAR
	a time table	a time table	

II. Complete these notices with words from I. Sometimes you need to change the form of the word.

Example: *to board → boarding.*

Guests are required to..... (1) before 11 a.m. Before vacating room, please remember to remove all valuables from .....(2) and to return .....(3) card to the reception.

Flight	Destination	Time	Status
BA 12	Hong Kong	14.45	.....(4) until 16.30 Wait in lounge
UA345	Seattle	15.30	Now.....(5) at.....(6) 26

Office closed 11 p.m - 5 a.m. If returning a..... (7) car between these times, please leave in..... (8) and post..... (9) through letterbox. N.B. Customers are advised to fill tank before leaving vehicle. There is a 24-hour..... (10) 500m from this office.

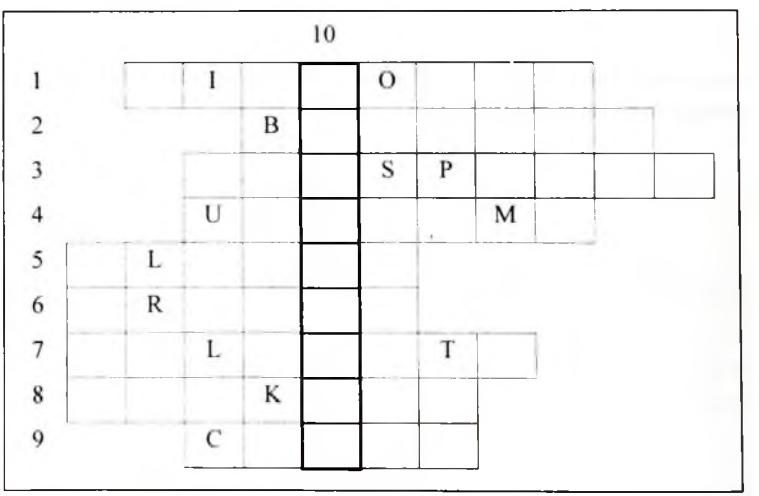
..... (11) to London from this station:

Single: £25

..... (12): £32 (same day)

For information on departure times, please consult..... (13) in main concourse area.

III. Complete this puzzle about travel and transport and find the key word in 10 down.



Across

1. What are Charles Gaulle, JFK, and Gatwick? (8)
2. What can be excess, hand or lost? (7)
3. What can be valid for ten years, out of date, or British? (9)

4. Where can you be stopped, go through the green channel, or have something to declare? (7)
5. What can land, take off, or crash? (6)
6. What can be derailed, high speed, or late? (6)
7. What can you miss, catch, or change? (7)
8. What can be single, return, or APEX? (7)
9. What can be boarding, business, or credit? (5)

Down

10. What can be first class, tired, or unaccompanied? (5)

SPEAKING

I. Imagine that your company is going to send you on a business trip to South America. A colleague has recommended the Rio Othon Palace Hotel and the Caesar Park Hotel.

1. One of you should look at File 14 on page 217, the other at File18 on page 219. You'll be calling one of the hotels to book a room.

2. Draft a fax to the hotel confirming the reservation you made on the phone.

Rio Othon Palace Hotel

Caesar Park Hotel

II. Think of some changes you would like to make to a system at work. Imagine changes to

- methods of work
- communication procedures
- production systems
- the products/ services that you provide
- your premises (the buildings you operate in)
- methods of supply or distribution.
- any other process or arrangement that you can think of.

Argue the case for introducing changes.

1. Outline the present system or arrangement.
2. Explain the changes you want to make.
3. Explain why you want to make the changes. (What will happen if you do/ don't?)
4. Answer questions from your colleagues.

III. A client/ colleague/ customer is visiting your place of work next week. You are not sure how long they are staying or what they want to see. Write down some possible things to do. Think of:

- people they could meet
- a guided tour of...
- processes to show them
- a presentation by... on...
- place to have lunch
- an interesting place to visit nearby.

Work with a partner. Take it in turns to be the host(ess). Explain the different possibilities and find out what your visitor wants to do. The following phrases will help you.

If you like,	*we can...*
If there's time,	*we could...*
If you're interested,	*we'll...*
If the weather's OK,	
If...	

IV. Your company is reviewing its policies for business travel arrangements and expenses. Study the proposals below. What will happen if you implement them?

If staff travel economy class on flights, we can save a lot of money.

If staff have to travel economy class, they won't like it.

NILSSON AB

PROPOSALS

1. Staff should travel economy class instead of business class on flights.
2. We should stop paying for alcoholic drinks at business lunches.
3. We should have a car pool instead of providing individual staff members with cars.
4. We should lease the company cars instead of buying them.
5. We should only buy/ lease small cars (maximum engine size - 1,000 cc).
6. We should install meters in the company car park.

V. Work in groups of four or five. Hold a meeting to discuss the proposals. Decide which proposals to implement.

Now take it in turns, give a presentation on the proposals your group has decided to implement to the whole class.

VI. Work in small groups. Agree on your company ' sregulations and systems. Talk about the topics below.

travel expenses	retirement	holidays
lunch breaks	smoking	company cars
sickness	staff discounts	safety
working hours	clothes/ uniforms	security

Make sentences beginning:

We can...	*We can't...*	*We must...*
We have to....	*We mustn't...*	*We don't have to....*

WRITING

I. Match words from list A to words from list B to make nine compound nouns

Example: 1f *departure lounge*

A	B
1. departure	a. desk
2. travel	b. Express
3. duty-free	c. flight
4. long-haul	d. class
5. economy	e. luggage
6. boarding	f. lounge
7. hand	g. shop
8. check-in	h. card
9. American	i. agency

II. Now complete this memo, using the compound nouns from Exercise I. Use each compound noun once.

BEBCUR UTCA

From: Frank Shaw
Date: 20 July
To: Jiri
Subject: My flight to England last week

Why did you buy me (a)an.....(1) ticket for my trip to England? I know we have to save money, but it was a.....(2).
When I got to Heathrow airport, there was a long queue at the.....(3). I had to wait half an hour to get my.....(4), and they only allowed me to take one small piece of.....(5) onto the plane. I was late going into the.....(6), so there was no time to visit the.....(7) and buy the clients a present.

On the plane, the seats were small and uncomfortable, and I couldn't sleep or do any work. When I arrived in London, I was tired, jet-lagged, and unfit for the meeting. I needed to change my ticket for the flight home, but the.....(8) told me I couldn't. I had to buy a new one which was very expensive. I paid by.....(9) and travelled first class.

Please refund the attached invoice.

III. Match the two halves of the following sentences.

1. If you keep the receipts,...	a. you must have a typhoid inoculation.
2. If I can't get a flight home,...	b. there are no hovercraft flights.
3. If it's 11a.m in London,...	c. we'll refund your travel expenses.
4. If they've caught the 2.30 from Paddington,...	d. she won't be able to change it.
5. If you haven't got anything to declare,...	e. how will you recognize him at the airport?
6. If you're travelling to Mozambique,...	f. you'd better hurry up.
7. If the sea is rough,...	g. she'll be on the next one.
8. If she bought a discount ticket,...	h. go through the green door.
9. If you're traveling from London to New York,...	i. they'll be here in half an hour.
10. If you've to be there by ten,...	j. put your watch back five hours.
11. If you haven't met before,...	k. it's 8 p.m in Tokyo.
12. If she wasn't on that flight,...	l. I'll have to stay overnight.

IV. You are going on a very important business trip to negotiate a large contract with a new supplier. What will you do if:

- you miss your flight?
- you lose your luggage?
- your supplier is ill?

- your counterpart can't speak English?
- your supplier's price is too high?
- your supplier invites you to lunch?
- your supplier offers you a bribe?

If I miss my flight, I'll catch the next one.

I'll have to phone my supplier and explain.

V. Study the table below then use each verb once to complete the regulations.

can	possible
can't/ cannot	impossible
must	necessary or
have to	obligatory
don't have to	not necessary
mustn't	prohibited or forbidden

1. Passengers..... make sure their luggage is clearly labeled.
2. Passengers..... take a small bag onto the plane with them.
3. Passengers..... carry dangerous articles such as compressed gases, weapons, explosives, or fireworks.
4. Passengers..... check in 60 minutes before departure on international flights.
5. Passengers..... check in 60 minutes before departure on domestic flights - 30 minutes is sufficient.
6. The airline..... accept responsibility for delays due to bad weather.

NEW WORDS

be due to	do, vì
boarding card	thẻ lên máy bay
buttonhole (n)	khuyết áo
carnation (n)	hoa cẩm chướng
connection (n)	đường bay nối

departure lounge	phòng chờ
elastic (n)	dây thun
expired (adj)	đã quá hạn
hovercraft flight	chuyến tàu lướt
implement (v)	thực thi
limousine (n)	xe hòm
receipt (n)	biên lai
shuttle (n)	xe buýt đi/về
terminal (n)	trạm đưa đón khách
travel expenses	công tác phí
typhoid inoculation	phòng ngừa bệnh thương hàn

Unit 8

COMPARING INFORMATION

Objectives

- Mastering ***comparatives*** and ***superlatives.***
- Providing knowledge on comparing information
- Forming appropriate manner.

Contents

Language functions:	Comparing sales figures
	Comparing companies
	Comparing countries
Pronunciation:	Comparatives and superlatives
	-er / more than...,
	as... as.
	the - est / the most...
	Stress patterns in words
Vocabulary:	Jobs and occupations
	Suffixes: *-er /-est*

PRESENTATION

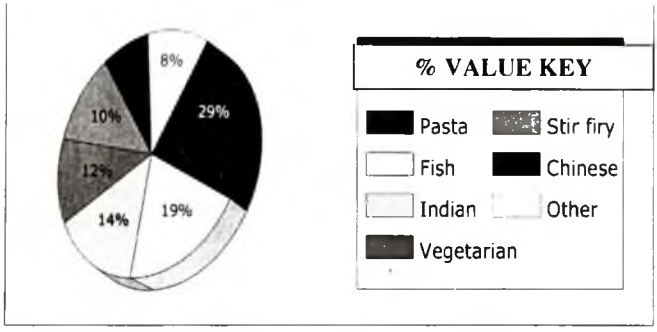
I. Look at these statistics on sales of frozen foods. Which one is:

a. a bar graph
b. a table
c. a pie chart

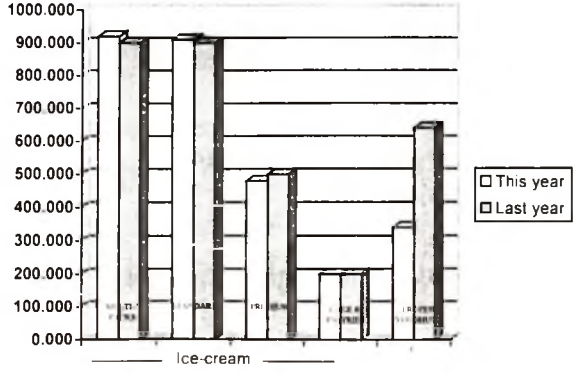
Match these headings to the correct graph, table or chart.

1. Desserts - sales by value
2. Ready meals - sales by sector
3. Frozen foods - sales by sector

A



B



C

	Value £000	Volume (tonnes)
Meat and poultry	20,000	7,690
Vegetables	9,200	8,120
Fish	6,000	1,410
Ready meals	5,300	1,170
Desserts	2,600	770
Pizzas	2,300	330
Fruit	100	40
Totals	**45,500**	**19,530**

II. Listen to some retailers discussing the figures. You will hear three parts of their conversation. Match each part to the correct statistics. {47, 48, 49}

III. Listen to the first conversation again. Are these statements true (T) or false (F)? Correct the ones that are wrong. {47}

1. Sales are lower than last year.
2. Ice-cream sales are higher.
3. Unusual flavours are popular.
4. Multi-packs were more popular in the past.

IV. Listen to the second conversation again. {48}

1. Why are meat and poultry sales falling?
2. What is the fastest growing market?

V. Listen to the third conversation again. Complete the missing words. {49}

1. This is another fast growth market but it's..... than pizzas. We're offering a..... range and consumers are becoming.....

2. But the market's becoming..... and the manufacturers have had to reduce their prices.

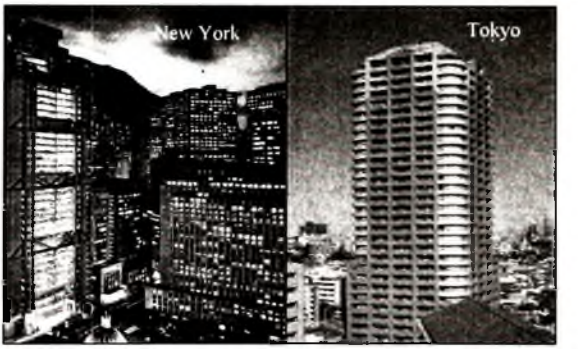
   Are we getting..... margins on these products now?

   Yes, slightly.

LISTENING

I. Look at the photos of three different cities. In which do you think houses and apartments are:

- most expensive
- biggest?



II. Now listen to three people talking about housing in the cities where they live. Complete the table below. {51}

City	Average living area (in m2) per person	Average rent
1.....	.....	..... than New York/ Paris
2.....	.....	..... than Tokyo/ Paris
3.....	.....	..... than New York..... than Tokyo

III. Complete the sentences below, using the adjectives given in brackets, as in the example.

1. The USA has *the biggest* living area per person. (*big*)

2. Japan has..... living area per person. (*small*)
3. New York is..... city to live in. (*cheap*)
4. Tokyo is..... city to live in. (*expensive*)

IV. In your country which is:

1. the biggest city?
2. the highest building?
3. the most popular tourist attraction?

READING

I. Complete the passage using the correct words from the box.

machines	jump	complaints	office	levels
psychologists	followed	research	business	

Which is better? An exciting job where you (1)..... on planes and fly first class around the world or a quite routine job where you only have to travel to the office and back. Recent (2)..... suggests many business people would prefer the second option. (3)..... working for British Telecom interviewed 75 senior managers last month, investigating (4)..... that too much travelling makes them irritable and depressed.	One psychologist (5)..... a 36-year-old London jeweller about for three working days, monitoring and recording his stress (6)..... The first day was the worst. He went on a business trip to Jersey and his stress levels were twice as high as the following two days when he worked from his (7)..... British Telecom is using the research to publicize its new range of teleconferencing (8)..... - live videos that can connect people around the world via telephone line.

II. What research did British Telecom do and why?

III. Which activities were more stressful for the jeweller:

a. meetings at home or meetings away?

b. checking in or running to catch a taxi?

c. waiting for a flight to take off or organizing invoices?

IV. A jeweler is a person who makes or sells jewellery, such as rings or necklaces. Think of more jobs or professions that end with *-er*.

V. A psychologist is a person who studies the way people behave. Think of more jobs or professions that end with *-ist*.

VI. The article mentions two symptoms of stress. What are they? Can you think of any more?

LANGUAGE STUDY

COMPARATIVE FORM

We add - *er* to the end of the adjective, eg. *quicker, slower.*
or We put *more* before the adjective, e.g. *more relaxing, more tiring.*

1. We use the Comparative form to compare two things.

London is more expensive/ cheaper than Tokyo.

Category	Example	Comparative
One-syllable adjectives	*cheap*	*cheaper*
	big	*bigger*
Two-syllables ending -y	*easy*	*easier*
Two or more syllables	*expensive*	*more (less) expensive*
Irregular adjectives	*good*	*better*
	bad	*worse*

2. When we want to talk about things being the same, we use *as... as*.

Paris is as expensive as London.

Madrid is not as big as Paris.

SUPERLATIVE FORMS

We add - *est* to the end of the adjective, eg. *quickest, slowest.*
or We put *the most* before the adjective, e.g. *the most relaxing, the most tiring.*

We use the superlative form to compare three or more things.
Munich is the most expensive / the cheapest of the six cities.

Category	Example	Superlative
One-syllable adjectives	*cheap*	*(the) cheapest*
	small	*(the) smallest*
Two-syllables ending -y	*easy*	*(the) easiest*
Two or more syllables	*expensive*	*(the) most expensive*
Irregular adjectives	*good*	*(the) best*
	bad	*(the) worst*

I. Think about travelling to work in your own town or city. Make three sentences, using the language below.

Travelling by car is
- quicker/ slower
- more relaxing/ more tiring than traveling by train
- safer/ more dangerous

II. How do you prefer to travel generally? Using the adjectives below, write sentences comparing different forms of transport.

cheap.....

fast.....

relaxing.....

comfortable.....

Compare your sentences with a partner. Ask extra questions if necessary.

Example:

Travelling by bus is more relaxing than travelling by car.

Why do you think travelling by car is more stressful?

Because it's very slow - it takes 45 minutes to drive 5 kilometres.

III. Read the information and write sentences using the words in brackets.

1. In 2003, British Telecom made profits of $3,557 million.

It is (no.2/ profitable company/ world) *the second most profitable company in the world.*

2. Yoshiaki Tsutsumi deals in land, railways, and resorts, and has a personal fortune of $10 billion. He is (no.2/ rich/ person/ world)

.....

3. Exxon had sales of $103,242 million in 2004.

It is (no.3/ large/ industrial corporation/ world).

.....

4. Eviran Haub from Germany owns supermarkets, and is worth $6.9 billion. He is (no.4/wealthy/ person/ world)

.....

PRONUNCIATION

I. Practise saying some words below and put them in the right stress pattern box. {50}

psychologist	bureaucratic	operator	dangerous	
procedure	redundancies	creative	personnel	engineer
satisfaction	retailer	unemployed	environment	
advertising	assistant	occupation	consumer	economist

●••	
•●•	
••●	

●•••	
•●••	*psychologist*
••●•	

II. Listen and check your answers.

VOCABULARY

I. Mach the jobs in the box with the descriptions below.

managing director	sales representative
purchasing manager	training officer
personal assistant	quality control manager
laboratory technician	

1. I organize training courses for members of staff - languages, computers, etc.
2. I set up the equipment and do experiments and tests.
3. I am the senior executive.
4. I check that products are made to the right standards.
5. I visit customers and try to increase business.
5. I work with the Managing Director. I am responsible for his diary, organize his travel, and take calls for him.
7. I buy everything the company needs, from raw material to stationery.

II. Look at the jobs below and put them under the correct headings.

accountant *secretary* *lawyer* *typist* *supervisor*
sales manager *receptionist* *executive* *engineer*

Professional and technical	Administrative	Clerical office
lawyer		

Can you add one more job under each heading?

SPEAKING

I. Work in pairs.

Student A: Look at File 20 on page 220.

Student B: Look at the information below.

Situation 1

You need to have some advertising brochures printed for your company. Ask Student A for advice about printing companies. Fill in the table. Then Student A which you think is best and why.

	Price	Quality	Speed
Multiprint			
Budget Print			

Situation 2

Student A wants to find out about conference rooms. Answer Student A's questions by comparing the venues below. Use the words in the box to help you.

Event Management Inc.
Conference Centre
Large rooms for 200 people or more
$400 per hour
Opposite Melville Town Station
Tel: 04 467 0101

Northern hotel
3 conference rooms available
Max. 30 people - $100/ hour
Max. 50 people - $150/ hour
Max. 100 people - $200/ hour
15 minutes' drive from Melville Town Station

Park hotel
Conference room available
For groups of up to 150 people
Just $140/hour
10 minutes' walk from Melville Town Station

... cheaper than...
... the cheapest...
... more convenient than...
... the most convenient...
... smaller than...
... the smallest...
... larger than...
... the largest...

II. What things give you satisfaction in your job? Can you add anything to this list?

	Ranking
solving problems	
making money	
meeting people	
completing projects	
helping other people	
being part of a team	
having the power to make things happen	
having freedom to make decisions	
learning something new	
being creative	

Rank the different factors....

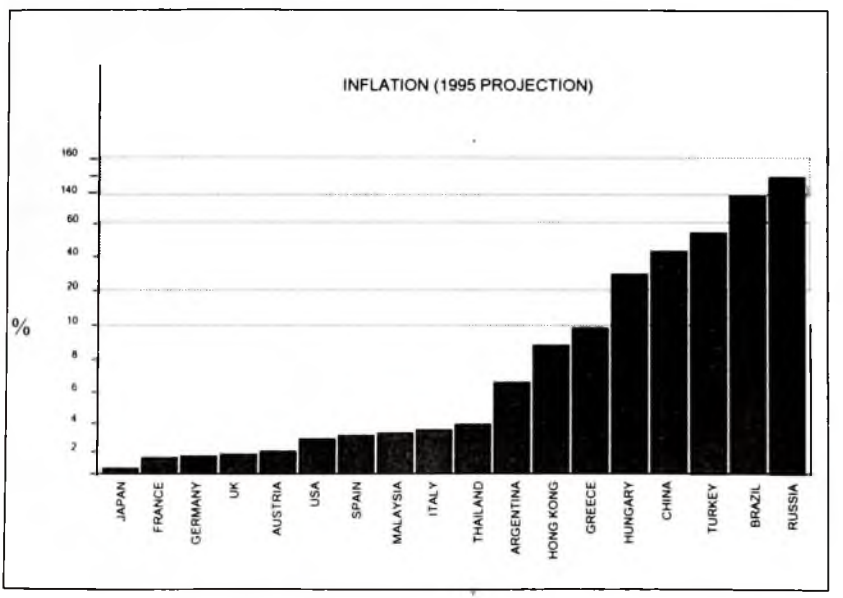
IV. Compare your answers with your classmates and explain your ranking.

IV. Some jobs are more satisfying than others. Do these jobs give people more than an average degree of satisfaction or less? Decide with a partner, tick the boxes, then turn to File 17 on page 219.

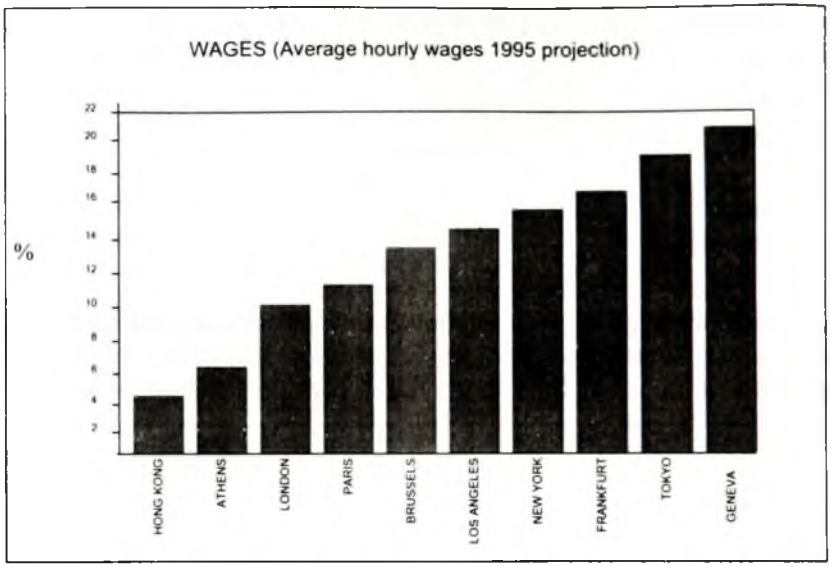
	MORE SATISFYING THAN AVERAGE	LESS SATISFYING THAN AVERAGE
company director		
secretary		
primary school teacher		
probation officer		
computer programmer		
economist		
vet		
management trainee		
clergyman		
professional engineer		

shop assistant
solicitor
doctor
university lecturer
policeman
accountant
hotel receptionist
architect

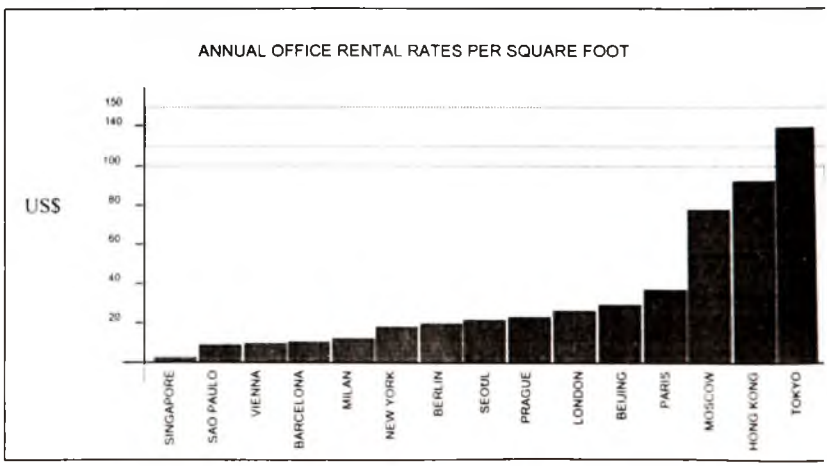
V. Your company is planning to open new offices and factories around the world and you are collecting statistics. Study the graphs and complete the reports. Use only one word per space.



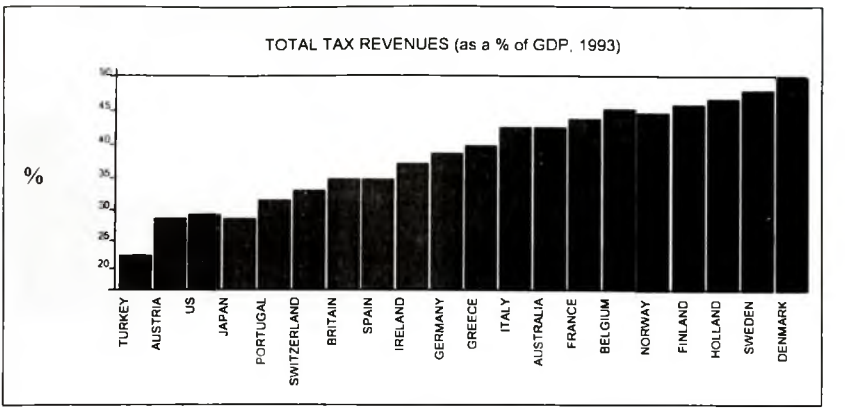
..... (1) has the highest rate of inflation and..... (2) has the lowest. The rate of inflation in..... (3) is higher than Italy, but lower than in Argentina.



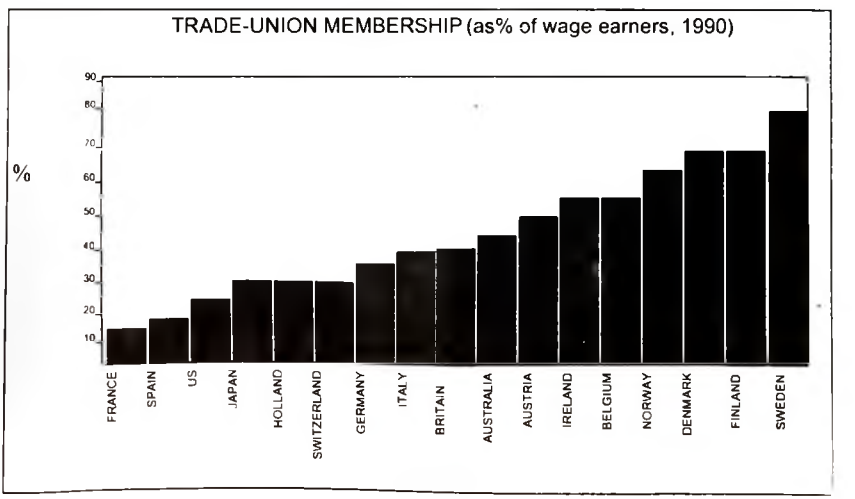
Worker in Geneva receive..... (4) wages and workers in Hong Kong receive..... (5), Parisians receive..... (6) wages..... (7) New Yorkers but..... (8) wages..... (9) Athenians.



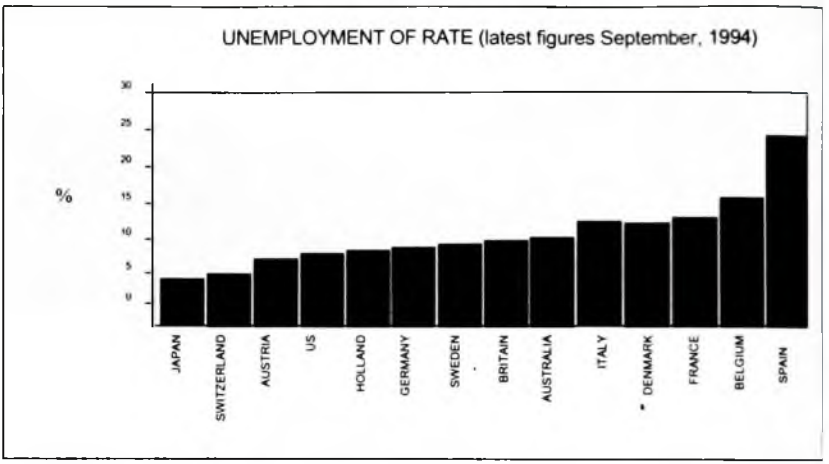
Companies in..... (10) spend the most on rent and companies in..... (11) spend the least. Companies spend less on rent in..... (12) than New York but more than they spend in Barcelona.



The Danes pay..... (13) tax and the Turks pay ..... (14). The Spanish pay..... (15) the Japanese but..... (16) the Italians.



..... (17) has the fewest trade union members and..... (18) has the most..... (19) has fewer members..... (20) Denmark but more than Belgium.



Japan has..... (21) people out of work and Spain has..... (22)..... (23) people are unemployed in Britain..... (24) in Germany. And..... (25) people are unemployed in France..... (26) in Italy.

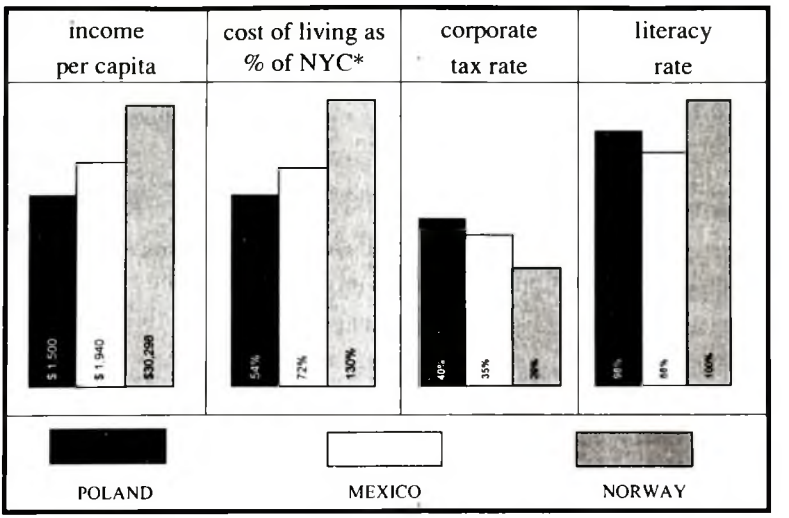
What about you? Where would you like to work? Which country in the world.

- has the highest living standards?
- has the nicest climate?
- has the most beautiful countryside?
- is the least polluted?
- is the safest?
- is the best place for children to grow up?
- is the best country to live in.

Why?

WRITING

I. Read the information about Poland, Mexico, and Norway. Use superlatives, write sentences comparing them. (* = New York city)



1. income per capita/ high — *Norway has the highest income per capita.*
2. income per capita/ low — *Poland has the lowest income per capita.*
3. expensive / to live in — .....
4. cheap/ to live in — .....
5. corporate tax rate/ high — .....
6. corporate tax rate/ low — .....
7. literacy rate/ good — .....
8. literacy rate/ bad — .....

II. Write a short paragraph comparing one of your products or services with a product or service of one of your competitors'. Here is an example.

I work for Darlingtons, a law firm that specializes in commercial property, and our main competitors are Kenworth and Brown. We are not as large as they are,

but we have the best taxation department in the City. Because we are smaller, we offer our clients a better service, and our charges are significantly lower.

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NEW WORDS

advertising executive	nhân viên phụ trách quảng cáo
bar graph (n)	biểu đồ cột đứng
bureaucratic (adj)	quan liêu
cardboard (n)	bìa các tông
casual style	kiểu thông thường
civil servant	công chức
dangerous environment	môi trường nguy hiểm
downsizing	rút gọn nhân sự/ giảm biên chế
frozen food (n)	thức ăn đông lạnh
in stock	tồn kho
living standard (n)	mức sống
management trainee	quản trị viên tập sự
mid-price range	những chủng loại có giá trị trung bình
multi-packs	(kem) nhiều tầng, nhiều màu
outfit	quần áo
personality clashes	mâu thuẫn về tính cách
personnel officer	nhà quản trị nhân sự
pie chart (n)	biểu đồ hình quạt
probation officer	nhân viên tập sự
quality-faults	thứ phẩm (do chất lượng kém)
ready meal (n)	bữa ăn nấu sẵn
red tape	thủ tục hành chính rườm rà

sales report (n)	báo cáo doanh thu/ bán hàng
senior manager	quản trị viên cao cấp
solicitor (n)	cố vấn pháp luật
statistical information	số liệu thống kê
stir fry (n)	món xào
stress and satisfaction level	mức độ căng thẳng và thoả mãn
teleconferencing machine	thiết bị dùng cho hội nghị từ xa
term of payment	phương thức thanh toán
unrealistic deadline	quá ít thời gian
very tight budget	ngân sách quá eo hẹp
vet	bác sỹ thú y

Unit 9

DEALING WITH PROBLEMS

Objectives

- Mastering ***second conditional***.
- Exploring possible solution problems in organizations.
- Having good attitude and behavior in work, be creative and active.

Contents

Language functions:	Talking about consequences
	Hypothesizing
	Complaining and apologizing
	Making suggestions
	Discussing solutions
Language study:	*would / might / could*
	Second conditional
	Supposing....
Pronunciation:	Contrastive in sentences
Vocabulary:	Terms of trade

PRESENTATION

I. What problem do you think these people have got? Listen and see if you are right. {52}

II. Make a note of their problem in the chart below.

PROBLEM	POSSIBLE SOLUTIONS	CONSEQUENCES

III. Listen again and make a note in the chart of all the possible solutions and consequences they discuss. {52}

IV. Study the sentence below.

If they broke into the car, it would set off the alarm.

Use the chart to make more sentences with *if*.....

V. What words are missing from these extracts? Can you remember? Write them in and listen again to check your answers.

A Can you break into it?

B It ____ ____ set off the alarm.

A We ____ phone and ask someone to bring them. Let's see. It's a fifty-minute drive. If they ____ now, they'd ____ here by two.

B That's too late. We ____ get to the airport in time.

B We ____ call the police. They ____ be able to open it.

A But they might 44. It'd be risky.

B ____ you took a taxi to the airport. It'd one of us ____ be there to meet him.

VI. Have you ever had a similar problem to this? What other travel problems have you had? How did you solve them?

LISTENING

I. Listen to these workers' comments. {53}

1. We can't get the staff we need.
2. Our suppliers are charging us a fortune.
3. Everything's going up: rent, heat, light, salaries,...
4. Our agents never get it right. Either they order too many or they order too few.
5. They are not interested in the work. They don't care whether they do a good job or not.
6. Our stocks are getting bigger and bigger.
7. If the management told us what they wanted, we'd know what to aim at.
8. The market's getting smaller day by day.

Match each comment to one of these problems. What problems are they complaining about?

a. rising inventory costs?
b. poor staff motivation
c. increasing overheads
d. personnel shortages
e. high materials costs
f. unclear goals and strategies
g. falling demand
h. inaccurate sales forecasts

Now listen again and check.

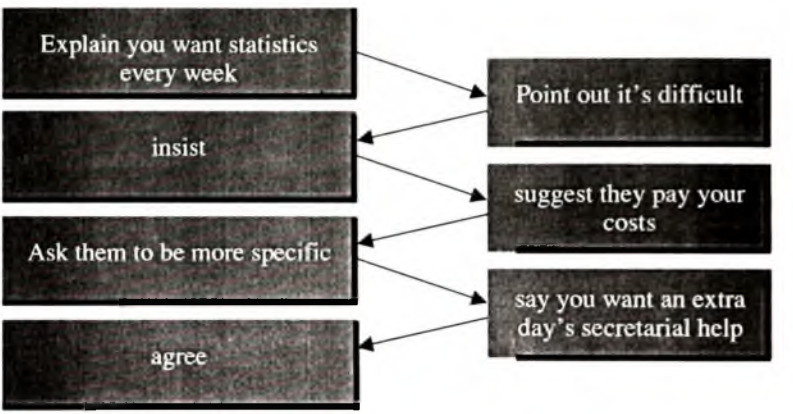
II. You will hear three parts of a company meeting. Listen and complete the chart. The first person you will hear talking is from the company's head office. The second person is from a foreign sales office. {54, 55, 56}

	Part 1	Part 2	Part 3
The subject of discussion	Sales statistics		
What the head office wants			

What the sales office wants?			
Do they agree on a compromise?	*yes/ no?*	*yes/ no?*	*yes/ no?*

What misunderstanding did they have about the sales statistics?

III. Listen to the first part again, then act out a similar conversation with a partner. These boxes will help you. {54}



IV. Listen to the second part of the conversation again and answer these questions.

1. How do they calculate the sales targets?
2. Why were last year's sales unusual?
3. How does the woman justify her argument? What does she say?

V. Listen to the third part of the conversation again and complete this question

Could we go through.....?

Which words are stressed in these sentences and why?

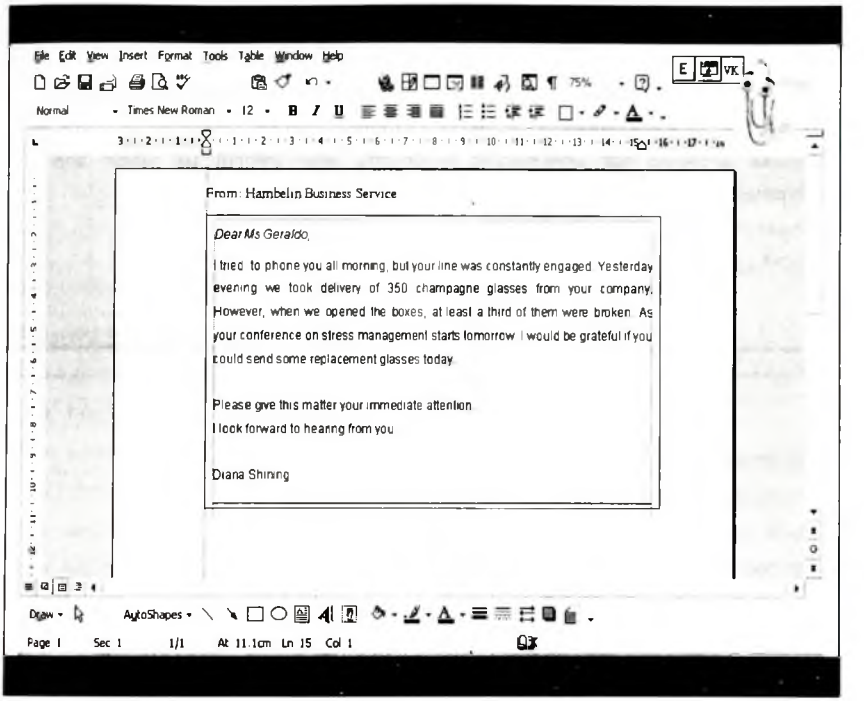
You're going to send us your sales figures every week.

And you're going to pay for four days' secretarial help each month.

No. We agreed to pay for one day.

READING

I. Read this e-mail. What is the problem? What does Ms Shining want Ms Geraldo to do?



From: Hambelin Business Service

Dear Ms Geraldo,

I tried to phone you all morning, but your line was constantly engaged. Yesterday evening we took delivery of 350 champagne glasses from your company. However, when we opened the boxes, at least a third of them were broken. As your conference on stress management starts tomorrow I would be grateful if you could send some replacement glasses today.

Please give this matter your immediate attention.
I look forward to hearing from you.

Diana Shining

II. You work in the Purchasing department of Pacific International, a manufacturer. Last month you placed an order with Ocean View Supplies Inc. of New Jersey for some special components. The goods were delivered on Monday. Now it's 3p.m on Friday.

1. In 2004, in connection with a different order, you sent Ocean View this fax. Read it through. When was delivery promised for?
2. Now read this reply which you received from Ocean View shortly afterwards. What reason was given for the delay?

FAX # 0097 05 / 06 / 2004

FROM Pacific International **TO** Fred Duvall, Ocean View Supplies

Re: Our order 678

Last month we ordered from you 120 boxes of your article No. 231. You promised delivery on 30 May 2004. So far we have not received this shipment and have not heard from you.

Please arrange for immediate shipment and inform us when the shipment will arrive here.

Regards,

PAT BROWN

Ocean View Supplies Inc.

Pat Brown

Purchasing Manager

Pacific International

Re: Your fax # 0097 dated 05 / 06 / 2004

Dear Mr Brown,

Thank you for your fax. We are very sorry for the delay in shipping your order.

We normally pride ourselves on keeping to our delivery dates, but in this case our suppliers shipped to us late and the components did not arrive here till last Tuesday. I am glad to be able to say that your order is being packed for export now.

We will ship the goods on July 8 ex Newark to Rotterdam. The shipment will arrive in London on July 16.

Again, we are very sorry, but it was beyond our control. We greatly regret any inconvenience that may have been caused.

Best,

FRED DUVALL

Ocean View Supplies

3. Decide what you are going to do:

- What will you tell Mr. Robinson, your production manager?
- Will you telephone Ocean View, fax them or send them a letter?
- What will you say or write?

4. Draft a letter or fax - or make notes for a phone call.

LANGUAGE STUDY

- *would / might / could*
- *Second conditional*
- *Supposing....*

I. Would you like to do any of these things?

- go on an English course
- buy a new computer or software package
- employ a secretary
- move to bigger premises
- work abroad
- set up your own business
- speak better English
- have one more hour in the day

Explain why. Say what the consequences would be.

It would mean we/ I could...

It would help us/ me to...

It would enable us/ me to...

It would save time because we/ I could...

It would improve...

II. What would happen if you did some of these things?

If I got up twenty minutes earlier, I wouldn't be in a rush in the mornings.

If I prepared for the morning at the night before, I'd sleep better at night.

III. Complete the sentences with your own ideas.

1. I would have to move house if...
2. If the traffic in the morning wasn't so bad,...
3. I would hand in my notice if...
4. If I asked my boss for a pay rise,...
5. I would emigrate if...
6. If these machines were not so expensive, we...
7. If we had enough money,...
8. I would send her a fax if...
9. If I had as much money as Bill Gates of Microsoft,...
10. If I got a job in London, I...

IV. We use *Supposing....* when we imagine hypothetical situations Ask a partner what they would do in the following situations.

a. Supposing your boss wanted you to spend your summer vacation takin an English course. What would you do?
b. Supposing you wanted to start your own business. What sort of busines would it be?
c. Supposing someone offered you a job in Iraq at twice your presen salary. Would you take the job?
d. Supposing the job were in the USA. What would you do?
e. Supposing your company gave you a large sum of money to invest i your department. What would you spend it on?
f. Supposing you were made redundant. What would you do?

PRONUNCIATION

I. You will hear someone saying a sentence seven times. Each time he/ she stresses a different word. Underline the word he/ sh stresses. {57}

1. I didn't say we would pay you five hundred pounds.
2. I didn't say we would pay you five hundred pounds.
3. I didn't say we would pay you five hundred pounds.
4. I didn't say we would pay you five hundred pounds.

5. I didn't say we would pay you five hundred pounds.
6. I didn't say we would pay you five hundred pounds.
7. I didn't say we would pay you five hundred pounds.

II. Changing the words you stress in a sentence can change the meaning as well.

Listen again and match each sentence above to the correct explanation below.

a. I said we would pay you one hundred.

b. The Managing Director said we would.

c. I said we would lend it to you.

d. I said five hundred dollars.

e. I said we would pay our agent.

f. I just said someone would.

g. I only said we might.

III. Now work with a partner. Practise saying the sentences aloud stressing a different word each time. Your partner should listen to which word you stress, then supply the right explanation.

VOCABULARY

Complete the puzzle and find the key word in 10 down.

Across

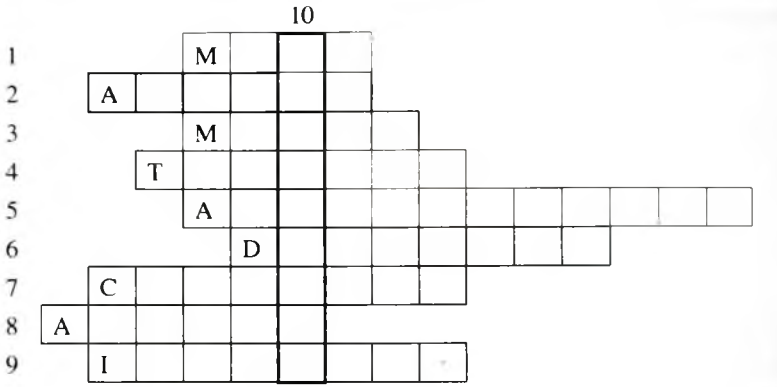
1. Those are our standard terms, as I've said. What price did you have in.....? (4)
2. If we..... to a unit price of $55, what credit terms could you offer us? (6)
3. We can't offer a 3-year warranty, but a 2-year warranty..... be possible. (5)
4. Before we finish, could we just go... what we've agreed once again? (7)
5. If a client doesn't agree to a proposal, the negotiator will suggest some..... (12)
6. What.....will you give on the list price? (8)
7. The price is reasonable and it..... favorably with our competitors. (8)

8. A two-week credit period is too short. I'm afraid we couldn't..... that. (6)

9. If we placed a large order, would you..... the discount to 15%? (8)

Down

1. Try to reach an agreement by discussion. (9)



SPEAKING

RESPONDING TO COMPLAINTS

1. Giving bad news

I'm sorry, but we found the missing items here in our factory.

I'm afraid we can't send them immediately.

2. Saying sorry

I'm very sorry about that.

I do apologize for the mistake.

3. Promising to do something

I'll look into the problem.

I'll dispatch the missing items today.

4. Offering to do something

Would you like me to send it by express mail?

Shall I send it today?

I. Discuss these problems on the telephone with a partner. Student A use the information below. Student B, turn to File 21 on page 221.

A You are Gloria Powell, Accounts Manager at SIMCO.

1. A client phones you about an invoice. Ask for invoice number and date. Promise to look into the problem, and ask when you can call back.
2. Call back. Apologize-the invoice is for $800, not $900. Promise to send a new invoice.

B. You are John Miller. You are still waiting for an order of 150 champagne glasses from Funglass Inc.

1. Call Angelica Geraldo, Sales Manager of Funglass Inc. Explain the problem. Offer to send a copy of your order form.
2. Ms Geraldo phones you back. Your address is 149 East River Drive, Trenton, New Jersey. Ask if it's possible to deliver tomorrow.

II. Work in pairs or small groups. Read the situations below and discuss the problems. Try to find compromise solutions.

1. A company has a machine that is fifteen years old. It has broken down twice in the last three weeks and they have received two large repair bills from the machine manufacturer. They don't want to pay the second invoice for repair because they think the manufacturer didn't repair the machine properly the first time.

Before you begin, decide who is going to represent the company and who is going to represent the machine manufacturer.

2. A company is introducing a staff share-ownership scheme. Shares will be available to staff with seven or more years service at a price that is four percent below their market value. The employees complain these conditions aren't attractive and they won't encourage them to buy company shares.

Before you begin, decide who is going to represent the employees and who is going to represent the management.

3. A company's head office wants all their sales representatives to come to a five-day new product briefing. The regional sales offices think five days are too long. They argue it will result in lower sales and they don't want to come.

Before you begin, decide who is going to represent the head office and who is going to represent the sales staff.

4. A company wants its employees to take Spainish lessons. The management and staff must decide who is going to pay for the courses and whether they should be in normal working time or outside office hours.

Before you begin, decide who is going to represent the management and who is going to represent the employees.

5. A company has found that their foreign agents often give customers wrong information about their products. The agents want the company to provide free sales literature printed in their language.

Before you begin, decide who is going to represent the company and who is going to represent the agents.

6. Employees at computer manufacturing company want to change the structure of the working week. They want to work four ten-hour days (and have a three-day weekend) instead of working five eight-hour days. The management don't think this is a good idea.

Before you begin, decide who is going to represent the employees and who is going to represent management.

III. Match the problems to the solutions and consequences.

PROBLEM	POSSIBLE SOLUTION	POSSIBLE CONSEQUENCE
We're having trouble with...	**We could...**	**But, if we did...**
1. one of our customers. They say they can't pay us until next year.	search people's bags when they leave the building.	we would have to pay higher prices.
2. the prototype for the new model	look for other premises.	we might create bad feeling among the staff.
3. late deliveries from one of our supply.	dump some of the waste in the river.	our competitors might beat us to the market.

4. security. Someone is stealing small quantities of office supplies.	call in the receivers.	we wouldn't find anywhere as central and convenient as this.
5. the chemical treatment plant. It's not big enough.	take our custom elsewhere.	we'd only get a small part of the money they owe us.
6. our landord. He wants to increase the office rents by 30%	go back to stage one and redesign it.	would we poison the surrounding wild life?

IV. Think of more possible solutions and consequences for the problems. Make sentences beginning *We could....* and *But if we did,...*

V. Think of another business problem, real or imaginary. Describe it to your classmates and together, decide what to do about it.

WRITING

I. Write sentences explaining the consequences of these actions

Example

we employ an assistant → We don't fall behind schedule.

If we employed an assistant, we wouldn't fall behind schedule.

1. we employ untrained staff → it enables us to reduce our wage bill
2. we don't check the invoices → we pay them quickly
3. we keep larger stocks → we don't run out of any lines
4. we don't update our computer system → it saves a lot of money
5. we employ more people → we don't have to work so hard.

II. This is a conversation between a hotel manager and a guest. Put the sentences in order, the first sentence has been done.

☐	a. May be it was, but could you send someone to look at it again?
☐	b. Is it the same price?

☐	c. I'm very sorry about that, sir. I'm surprised, because the system was checked last week.
☐	d. You're welcome. Shall I send a porter to move your luggage?
☐	e. No, it's a little more, but we won't ask you to pay the difference.
☐	f. No, that's OK, thanks. I can manage.
☐	g. I'm afraid that's not possible on a Sunday. Would you like me to find you another room for tonight?
1	h. Good morning, sir. Did you sleep well?
☐	i. Yes, please, if you have one.
☐	j. Let me check. Yes, Room 321 is free. That's on the third floor.
☐	k. No, not really. I think there's a problem with the air-conditioning in my room. It's very noisy.
☐	l. Thank you. That's very kind of you.

III. Look at these extracts from four letters. Complete each sentence. Then decide what to write in your reply to each as if it was *your fault* in each case.

We are concerned that the order we placed by letter on 9 Sep may have got lost in the post. Could you please....

the order has not yet arrived at our warehouse, even though we received advice of shipping from you ten days ago. Would you...

according to your scale of charges the price of a single room with bath is $40 including tax. However, on checking my account later I discovered that I was charge $59.50 per night. Will you please.....

our order was for 80 boxes containing 130 items each. Each box we have opened so far contains only 100 items. Will you please.....

IV. Think of an occasion when you were dissatisfied with the quality of a product or service received and write the type of reply you would have liked to receive.

NEW WORDS

balance (n)	khoản cân đối
bite sized portion	đủ sức hoàn thành
brand new	hoàn toàn mới/mới toanh
bubble bath	Chất tạo bọt và mùi thơm cho bồn tắm
bulk purchase	mua hàng với số lượng lớn
cancellation penalty	phạt huỷ bỏ hợp đồng
closet (n)	tủ nhỏ
compromise (n)	sự thoả hiệp
courses of action	chương trình hành động
credit period	thời hạn tín dụng
customary (n)	theo tập quán
doodle (n)	chữ viết (hình vẽ) nguệch ngoạc
dump (v)	đổ xuống
duplicate (n)	bản sao, phiên bản

early settlement discount	chiết khấu do thanh toán trước thời hạn
fortune (n)	cơ may, vận may
hypothesizing	sự giả định
hypothetical (adj)	giả định
insists (v)	nài nỉ
inventory cost	phí lưu kho
landlord (n)	chủ đất/chủ nhà
manual (n)	sách hướng dẫn sử dụng
overheads (n)	tổng chi phí
penalty clause	điều khoản phạt
personnel shortage	thiếu nhân lực
praise (n)	cơi ngơi/nhà cửa
premises (n)	cơ ngơi
product briefing	buổi giới thiệu sản phẩm
rely (v)	dựa vào, phụ thuộc vào
sales forecast	dự báo doanh thu
sales literature	ấn phẩm quảng cáo
sense of humour	óc hài ước
set off (v)	khởi động
set priorities	đặt mục tiêu theo thứ tự ưu tiên
software package	bộ phần mềm
staff motivation	sự khích lệ nhân viên
staff share-ownership scheme	cơ chế bán cổ phần cho nhân viên trong công ty
strategy (n)	chiến lược
stretch (v)	vươn vai
strive (v)	cố gắng, nỗ lực
support documentation	tài liệu hỗ trợ
take stock	lưu trữ
tight fitting clothes	quần áo quá chật
to fix (v)	sửa chữa, lắp đặt
visualize	hình dung

Unit 10

DEVELOPMENTS

Objectives

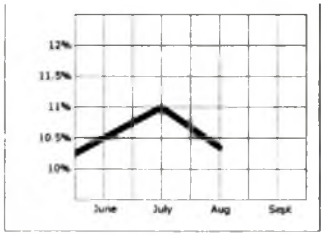
- Mastering ***adjectives*** and ***adverbs***.
- Providing knowledge on discussing improvements, changes, graphs
- Forming appropriate manner

Contents

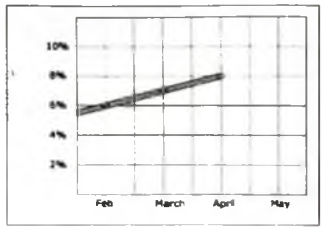
Language functions:	Discussing improvements
	Describing changes
	Describing graphs
	Giving reasons
Language study:	Verbs of change: *rise, fall*, etc.
	Adjectives and adverbs
Pronunciation:	Words with silent letters
Vocabulary:	Charts and graphs

PRESENTATION

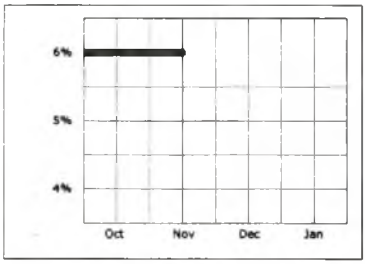
I. Complete the graphs.



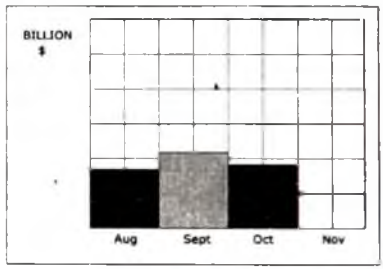
1. The rate of unemployment increased to 11% in September.



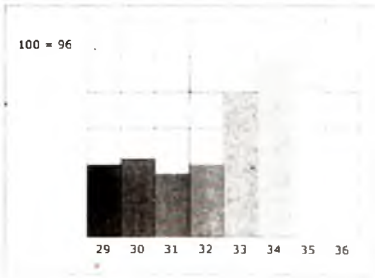
2. Interest rates decreased by 2% in May.



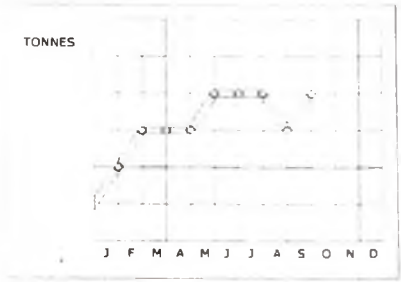
3. Inflation went down from 5.5% in December to 5% in January



4. Consumer spending rose sharply in November.



5. The retail price index went up slightly in week 36.



6. Production fell steadily in the last quarter of the year

II. Complete the sentences below about the sales figures. Use a preposition (*at, to, from, by,* etc.)

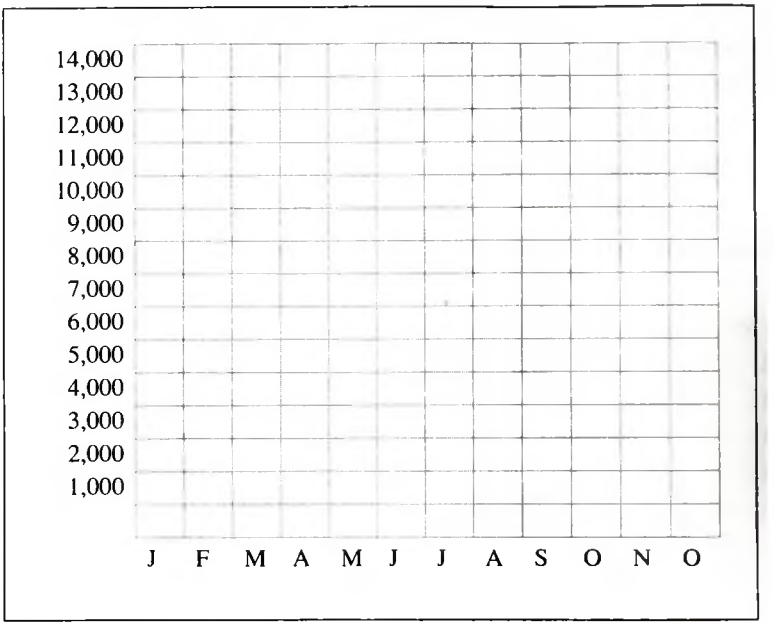
1. Sales stayed _____ 5,000 units in January.
2. They increased _____ 8,000 in March _____ 9,000 in March.
3. They decreased _____ 4,000 in May.
4. They fell _____ 5,000 in July.
5. They rose _____ 5,000 _____ 7,000 in September.
6. They increased _____ 8,000 between September and November.
7. They remained steady _____ 8,000 in December.

III. Complete these sentences with the correct preposition.

1 We	invested	a lot of money	_____ the new factory
2	spent		_____ retraining courses.
3	wasted		_____ unnecessary equipment.
4	made		_____ our overseas investments.
5	saved		_____ our energy bills.
6	gave		_____ charity.
7	borrowed		_____ the bank.
8	owned		_____ our suppliers.

LISTENING

I. Listen to a sales manager describing his company's sales figures and complete the graph below. {58}



II. Listen again and note why these things happened. {58}

1. Sales increased in March.

.....

2. Sales fell in May.

.....

3. Sales rose in July.

.....

4. Sales increased in September.

.....

5. Sales went down in November.

.....

READING

I. What do you know about the Coca-Cola Company? Do you know the story of:

- the inventor of Coke?
- the famous Coca-Cola contour bottle?
- the secret formula?
- Coke and World War II?
- 'New Coke'?

THE STORY OF COKE

Dr John Styth Pemberton made it in his backyard, took it to his local pharmacy, and they put it on sale at 5 cents a glass. Hand-painted *signs* saying 'Coca-Cola' appeared outside the store and inside signs invited customers to 'Drink'. But sales didn't *take off*. In the first year they averaged just 9 dinks a day.

He thought it would never be very successful and he steadily sold his *shares* in the business to different partners. In 1888, just before he died, he sold his last shares to Asa G. Candler, a businessman from Atlanta.

He distributed thousands of *coupons* for a complimentary glass of Coca-Cola and he promoted the drink with souvenir fans, calendars, clocks, and novelties. Sales rose dramatically and by 1892, they were ten times their 1888 level.

Coca-Cola had to develop a bottling system and set up plants. The first *bottling plant* opened in Vicksburg in 1894 and over the next 25 years, the number of plants rose from two to over a thousand. Other soft drink companies tried to imitate the Coca- Cola taste so the company kept the drink's formula secret and searched for a distinctive package. In 1916, they introduced the first bottle with the famous Coca-Cola *shape*.

Then the United States joined the war, and the company President gave an order 'to see that every man in uniform gets a bottle of Coca-Cola for 5 cents, wherever he is and whatever the cost to the company'. As a result, Coca-Cola shipped 64 bottling plants *abroad* during the war. And when the war finished, they were ready to *conquer* the world. From the mid 1940s until 1960, the number of countries with bottling plants nearly doubled.

This was the first change in the secret formula since 1886. In pre-launch tests, consumers preferred the new taste. But the tests couldn't measure their feelings for the *brand*. Coca-Cola had a special place in their hearts and they didn't want a change. For the first time in history, sales of Coca-Cola fell. The company *responded* quickly and marketed the original formula again as Coca-Cola Classic. Sales climbed back up again, and continued to grow.

And if you're not sure what the world's top selling soft drink is by now; 'Coke is it'.

II. The first sentence in each paragraph of this article is missing. They are all listed below. Read the article and decide where each sentence goes.

1. In 1941, there were bottling plants in 44 countries.
2. Asa Candler had a talent for marketing.
3. In the 1980s, in the USA only, the company launched a new taste for Coke.
4. Coca-Cola was invented in Atlanta, Georgia on May 8, 1886.
5. So today millions of people all over the world are drinking Coke.
6. Dr Pemberton didn't see the potential of his new drink.
7. The huge increase in the popularity of the drink led to problems meeting demand.

Notice how the sentences introduce the topic of the paragraphs.

III. If you don't understand a new word, try looking carefully at the words around it. You can often work out what sort of word it is and what it means.

... a complimentary glass of Coca-Cola...

Complimentary is an adjective - it means *free*.

.... to imitate the Coca- Cola taste...

Imitate is a verb - it means *copy*.

Look at the story again and try to guess what the *italic* words mean.

a. sign

b. take off

c. shares

d. coupons

e. bottling plants

f. shape

g. abroad

h. conquer

i. brand

j. responded

IV. Work with a partner. Ask and answer questions about the story of Coca-Cola. Use these words:

Who...?

When...?

Why...?

Where...?

What...?

How...?

LANGUAGE STUDY

- Verbs of change: *rise*, *fall*, etc.
- Adjectives and adverbs

I. Discuss these figures with a partner. One person should use the information on the left and the other should use the information on the right. Use these verbs:

increase
rise
go up

decrease
fall
go down

A *Our market share fell by 1% last year.*

B *Yes, but on the other hand our turnover increased by 8%.*

Our market share	-2%	Our turnover	+9%
Distribution costs	+19%	Prices of materials	
The number of new contracts	-7%	Spending on research and development	+10%
Earning from investments	-4%	Debts to our suppliers	-5%
The number of employees	-5%	Productivity	+7%
Sales to the EC	-3%	Sales to South America	+6%
Wages	+9%	Our staff turnover	-21%
Spending on training	+16%	Customer complaints	-17%
Advertising Budget	+9%	The number of new staff	-2%

II. Write some sentences describing rises and falls in your company' s figures. (You can invent statistics you don' tknow.)

Example:

Our profits increased by 50 million euros last year.

The number of staff went up by three per cent.

III. Complete these tables

VERB *(action)*	NOUN *(thing)*
to rise	a rise
to fall	.....
to increase	.....
to decrease	.....
to improve	.....
to recover	.....

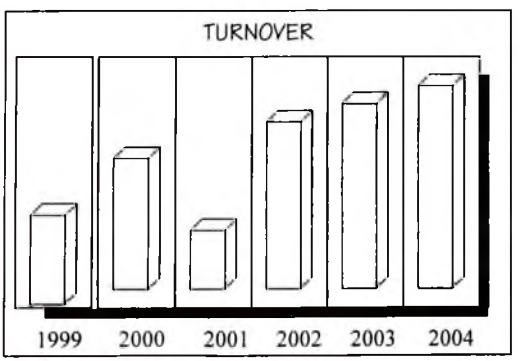
Now complete this table.

ADJECTIVE *(describes a noun)*	ADVERB *(describes a verb)*
slight	slightly
sharp	.....
dramatic	.....
steady	.....

Which adjective describes:

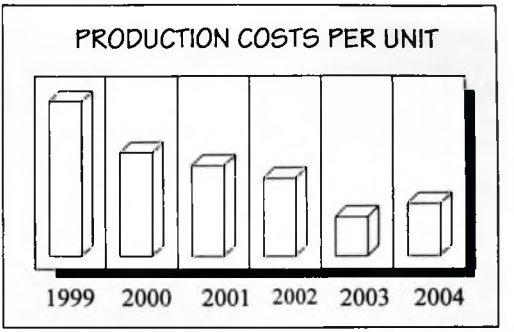
1. a sudden, very large change?
2. a sudden, large change?
3. a very small change?
4. a regular change (not sudden)?

IV. Study the graph and use each adjective once to complete description.



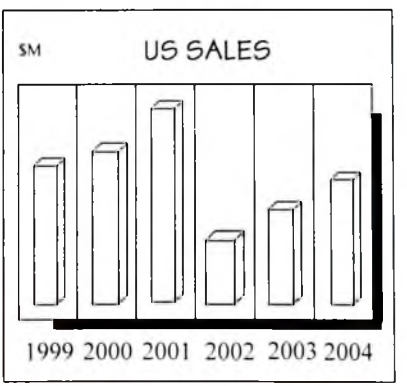
We had a..... (1) increase in turnover in 2000, followed by a..... (2) fall in 2001, when we sold a brand. But a successful new brand launched in 2002 meant there was a..... (3) recovery that year, and a..... (4) increase in 2003 and 2004 too.

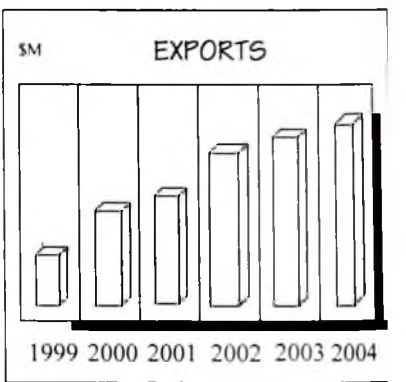
V. Now use each adverb once to complete this description.



Production costs per unit fell..... (1) in 2000 when we automated the assembly line and they continued to decrease.....,..... (2) for the next three years. They went down..... (3) in 2003 when we bought the new packaging machinery but rose..... (4) in 2004 because of increased time spent on quality control.

IV. Now use each adverb and adjective once to complete this description.





Sales to the US market rose..... (1) between 1999 and 2001. There wa a..... (2) decrease in 2002 when our main distributor went out o

business. Sales rose..... (3) in 2003, and the..... (4) improvement in 2004 brought us back to the 1999 level.

There was a..... (5) rise in exports in 2000. They went up..... (6) in 2001 when we began to break into the EU market. They rose..... (7) in 2002 when we signed the new agency agreements and there was a..... (8) increase in 2003 and 2004.

PRONUNCIATION

I. The spelling of English words is often different from their pronunciation. We sometimes write letters we don' tpronounce. Fox example, *debt* is pronounced /*det*/. The ' *b*' ts silent. {59}

How do we pronounce these English words? Cross out the silent letters like this: *debt*

1. write	5. listen	9. half
2. know	6. high	10. scientist
3. answer	7. sign	11. chemist
4. receipt	8. business	12. psychiatrist

II. Listen and check your answers.

VOCABULARY

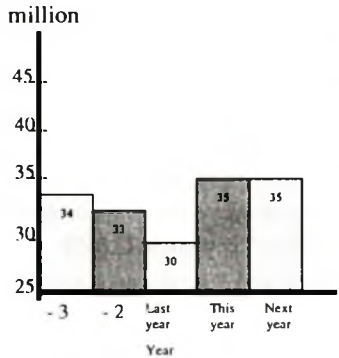
I. Put the words and phrases with similar meanings into group.

increase slightly
decrease dramatically
go up a little
shoot up
suddenly rise
suddenly drop
steady increase
plummet
remain steady

II. Study the advertising budget bar chart (A) and use the correct form of the words in the box to complete the sentences.

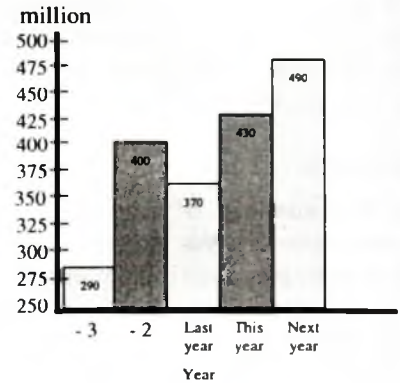
A

Fitstart Eastern Europe
Advertising budget



B

Fitstart Eastern Europe Sales



stand at	rise sharply	drop slightly
remain stable	increase by	fall to

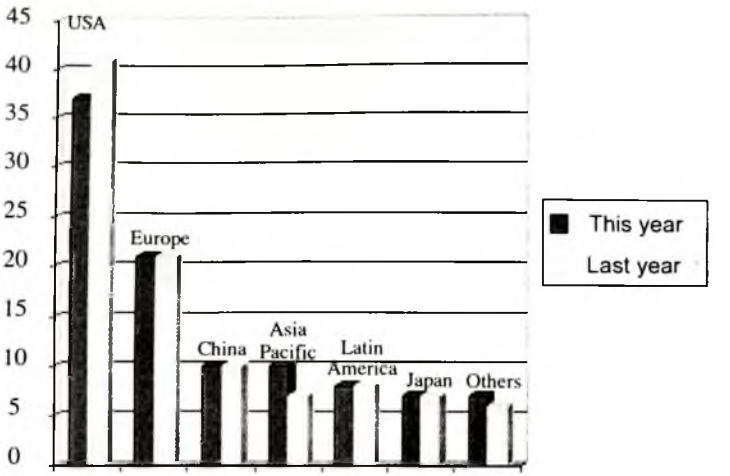
1. The budget has risen sharply this year.
2. It..... five million euros this year.
3. It..... 30 million euros last year.
4. It..... next year.
5. It..... two years ago.
6. It..... 34 million euros three years ago.

III. Now describe the bar chart for sales (B), as in the example.

Three years ago sales stood at 290 million euros.

Two years ago they...

IV. Look at the information about the American company Motorola Are these sentences true (T) or false (F)? If they are false, correc them. Use the Language Note to help you.



1. Between last year and this year, the percentage of sales went down in three sales regions.....
2. Sales rose in two regions.....
3. In three regions, sales remained stable.....
4. Sales in other regions fell by 1%.....
5. Sales to Asia Pacific went up by 3%.....
6. Total sales outside the USA decreased by 4%.....

V. Now look again at the Motorola figures and complete these sentences with an appropriate verb.

1. Sales in the USA..... by 4%, but they didn't..... in any other region.
2. Sales in Europe..... at 21%.
3. The percentage of sales to all Asian countries....., except for Asia pacific, where sales..... by 3%.
4. Sales to other countries..... from 6% to 7%.

DESCRIBING TRENDS

1. to rise/ to go up/ to increase

Sales rose/ went up/ increased from March to September last year.

Profits are rising/ going up/ increasing this year.

2. To fall/ to go down/ to decrease

Sale fell/ went down/ decreased between 2000 and 2004.

Imports are falling/ going down/ decreasing at the moment.

3. To remain stable

Turnover remained stable last month.

4. By, from, and to

Our market share rose by 3%, from 8% to 11%.

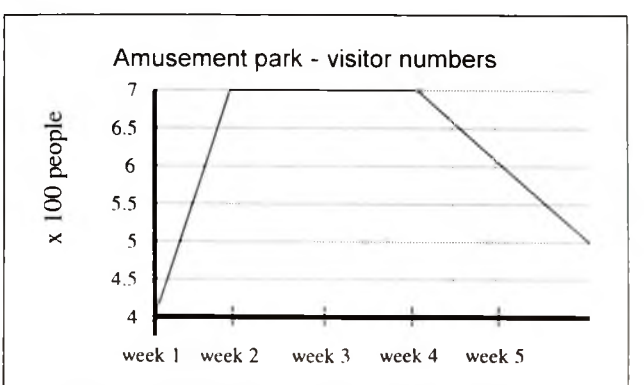
SPEAKING

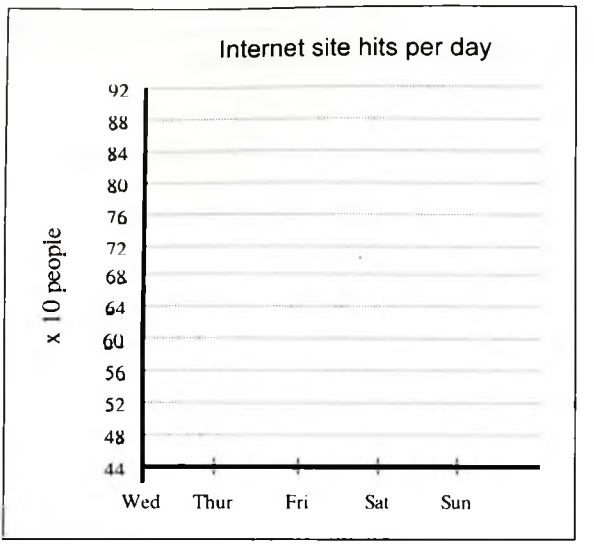
I. Student A: Look at File 22 on page 222.

Student B: Look at the information below.

Describe this graph so that student A can draw it.

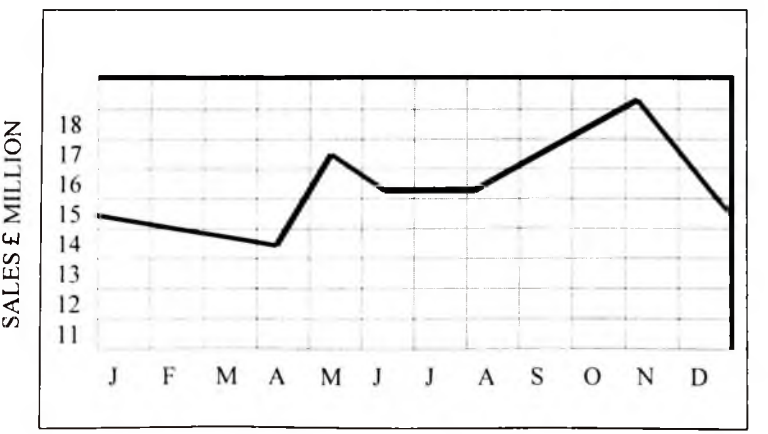
Now draw the graph Student A describes. Ask questions if necessary.



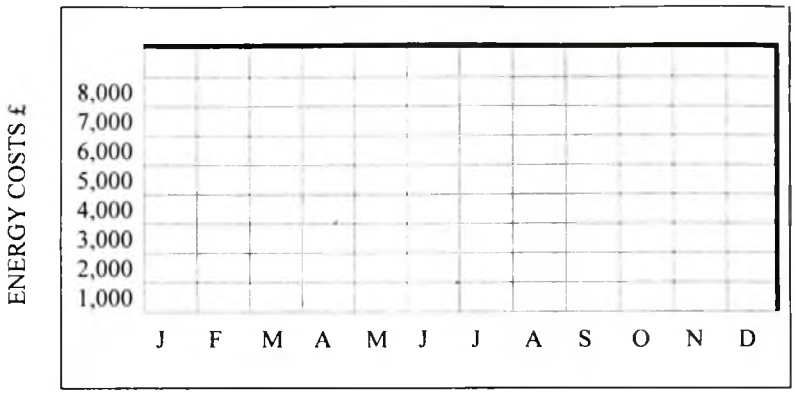


II. Work in pairs. One person should use the information below and the other should use the information in File 23 on page 223.

The graph below shows a company's sales over a twelve-month period. Describe it to your partner. He/ she should draw it.



Now listen to the partner's description of the energy costs of a small company over a period of twelve months. Draw the graph.



III. Look at the figuress below. In which month did these events happen?

		month
1.	the autumn mail shot	*September*
2.	a spell of cold weather	
3.	a move to larger premises	
4.	the installation of a call routing system	
5.	the launch party for the new season's designs	
6.	the annual sales conference in Brussels	

Bradford Branch						
Overheads	July £	Aug £	Sept £	Oct £	Nov £	Dec £
Rent	690	950	950	950	950	950
Gas and Electricity charges	560	560	600	1300	700	900

Postage costs	600	610	1500	590	630	580
Travel costs	250	400	320	12800	590	280
Telephone charges	460	490	280	280	290	270
Entertainment costs	640	520	500	490	2100	650

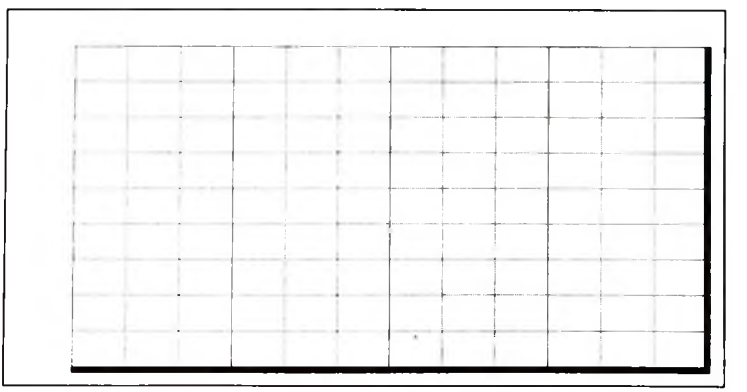
IV. Work with a partner. Ask and answer questions about the figures.

A *Why was there a rise in rent in August?*

B *That was because of a move to larger premises.*

Draw a graph representing something connected with your work, for example.

- seasonal sales trends
- annual turnover
- raw materials prices
- number of staff
- exports
- Electricity charges



V. Work in pairs or small groups. Take it in turns to present your graphs to one another.

- Explain what they present.

- Give reasons for the changes.
- Answer questions

These phrases will help you.

This graph shows...
This led to...
This was due to...
Are there any questions?
As you can see...
This resulted in...
This resulted from...
This brought about...

WRITING

I. Study the following sentences which give reasons and results.

A move to larger premises	***resulted in***	a rise in rent in August
REASON	***led to***	RESULT
The rise in rent in August	***was due to***	a move to larger premises
RESULT	***resulted from***	REASON

II. Study the sentences below. Which are reasons and which are results? Link them with one of the phrases above.

1. The best after-sales services..... an increase in turnover.
2. The staff reductions..... the factory automation.
3. The large pay rises..... a decrease in staff turnover.
4. The increase in sales costs.....the rise in spending on advertising.
5. The big orders from Korea..... a recovery in sales.
6. The shorter delivery times..... the new distribution system.
7. The increase in competition..... a decrease in our profits.
8. The rise in distribution costs..... the increase in petrol prices.
9. The increase in raw materials prices..... the rise in production costs.
10. The new technology..... an increase in productivity.

NEW WORDS

acquisition (n)	sự thu được, đạt được/ mua lại công ty
asset (n)	tài sản
axis (n)	trục
crude oil (n)	dầu thô
debtor (n)	người mắc nợ
deficit (n)	số tiền thiếu hụt
dividend (n)	tiền lãi cổ phần
dramatic (adj)	đột ngột, rất lớn
focus (v)	tập trung
generation (n)	sự phát điện
horizontal (adj)	nằm ngang/theo trục hoành
index (n)	chỉ số
indicator (n)	chỉ thị, chỉ số
liability (n)	tiền nợ
loan (n)	tiền vay ngân hàng
mortgage (n)	văn tự (tiền) thế chấp
overdraft (n)	tiền rút quá số tiền gửi trong ngân hàng
sharp (adj)	đột ngột, mạnh
slight (adj)	nhẹ/không đáng kể
sound (adj)	chắc chắn, vững vàng
steady (adj)	đều đặn, không đột biến
stock (n)	cổ phần
surplus (n)	số dư
vertical (adj)	thẳng đứng/ theo trục tung

REVIEW 2

Objectives

- Consolidating the knowledge and check the progress.
- Practising and improving four skills.
- Developing communication skills at work.

Contents

- Grammatical exercises;
- Vocabulary exercises;
- Communication activities.

I. Work in pairs. Plan a two-week overseas business trip. Decide the following things.

- Where will you go?
- How much money will you need? Why?
- Will you take a credit card, traveller's checks or cash? Why?
- How much local currency will you buy?

Explain your plan to another pair. Listen to their plan.

II. Make questions and answers, using the prompts.

1. A How long/you/be/in charge of the Finance Department?

How long have you been in charge of the Finance Department

B (I/six months) *I have been in charge of it for six months.*

2. How long/ you/have a phone line for investors?

A .....

B (We/ three months).....

3. How long/ the property/ be on the market?

A .....

B (It/ six months).....

4. How long/ you/ have an office in Spain?

A .....

B (We/ 2000).....

5. How long/ Jackson/ be in the States?

A .....

B (He/ the 18th).....

III. Write sentences from the prompts using one of the verbs from the box.

build	discover	elect	found	invent	open

1. The Berlin Wall/ 1961.

The Berlin Wall was built in 1961.

2. The Channel Tunnel / 1994

.....

3. Radium/ Marie and Pierre Curie

.....

4. The wireless/ Marconi

.....

5. Fiat SPA/ 1899

.....

6. President Clinton/1992

.....

IV. Put the verbs in brackets into the passive.

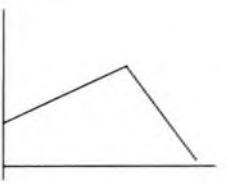
1. The order..... (*place*) ten days ago.
2. The goods..... (*deliver*) yesterday.
3. The brochure..... (*print*) in English and French every year.
4. You..... (*will inform*) when the order is ready.
5. The Fonex..... (*may launch*) in the USA soon.
6. Discounts..... (*give*) to all regular customers.
7. The message..... (*take*) by my colleague at 2.00 pm.
8. The goods..... (*can supply*) by our company in Spain.

V. Change these sentences into the passive if you think there is a good reason for doing so. Discuss with a partner how the meaning changes, if at all.

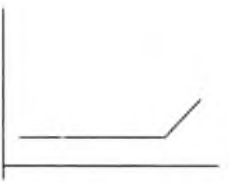
1. They make 12,000 PCBs every month at the factory in Livingstone.
2. The telex operator sent the telex at 16.35 yesterday.
3. The customer received the goods two days late.
4. The engineer services the fax machine once a year.
5. Signor Bellati wrote the report himself.

VI. Write the expressions in the box under the graphs below.

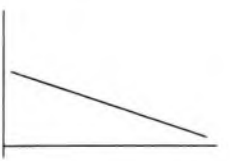
a slight increase	a sudden collapse
a dramatic rise	a steady decline
a gradual rise	a jump



1.....



2.....



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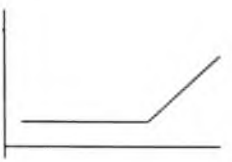

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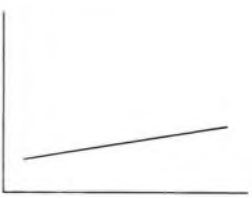
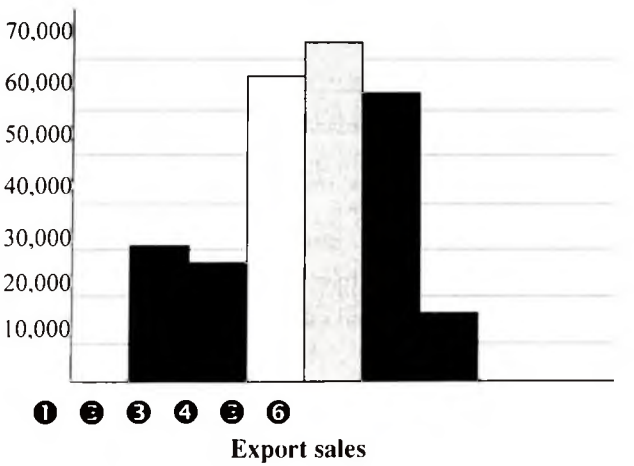


5.....

6.....

VII. Read this passage about Hyundai car sales and complete the key for the graph below.

Hyundai had a very successful year for export sales, with sales up strongly in every region except Latin America, which suffered a small decline. Overall, exports increased by 27 percent over the previous year. Staring with our biggest export region, not including the European Union and North America, sales in the Pacific region reached 67,431 vehicles this year. This was followed by China, with 63,915 and Latin America with 62,760. Sales in Eastern Europe grew by an astonishing 66,7 percent to a total of 25,265 vehicles. Sales of 24,086 vehicles were achieved in Africa, and 13,729 in the rest of Asia excluding Korea and China. Altogether, Hyundai sold 494,626 vehicles in export sales. Hyundai is now building new factories overseas to meet the world-wide demand for its vehicles.



Key

1..... 4.....
2..... 5.....
3..... 6.....

VIII. Match the two halves of the sentences below. Then rewrite them using *because of/ due to/ as a result of.*

1. The new Elantra model was successful...
2. Overall sales grew...
3. Africa sales should rise...
4. By 2000, Hyundai's overseas production will reach 500,000 vehicles a year...

... Hyundai exporting to new markets.

... new plants being built in Egypt, Botswana and Zimbabwe.

... Hyundai's good reputation.

... world-wide demand for its vehicles.

1. .....
2. .....
3. .....
4. .....

IX. You made these notes about new office rules.

1. smoke in the office - forbidden
2. eat lunch anytime between 12 and 2 - allowed
3. finish work at 5 - no rule
4. work 42 hours a week - obligatory
5. make personal calls - forbidden
6. start work at 7.30 - no rule

Now write sentences using the words in the box below.

have to don't have to can
cannot must not.

1. .....
2. .....
3. .....

4. .....
5. .....
6. .....

X. Match the apology to the explanation.

Apologies

1. I'm sorry I'm so late.
2. I'm sorry I forgot the appointment.
3. I'm afraid the report won't be ready on time.
4. I apologize for the delay in delivery.
5. I'm terribly sorry about all the typing errors.
6. I'm afraid I can't come to the meeting tomorrow.

Explanations

1. I need more statistics from the Frankfurt office.
2. My diary was stolen.
3. I have to show visitors from Japan round the factory.
4. Our temporary secretary sent it off before I could check it.
5. We had problems at the factory.
6. I had to deal with a complaint from our most important customer.

XI. What would you say in these situations? Think of good excuse which will explain why things went wrong.

1. A customer is on the phone. He ordered 100PC boards and he has received 1,000 from you.
2. This afternoon the Planning Committee is meeting in you office. At 11.00 a colleague calls you to say she hasn't received the agenda, which you promised to send her last week.
3. The Financial Controller in the USA calls you up to complain that your monthly figures are always late.
4. The Office Manager complains to you that deliveries to your department are often left at Reception for several days.

XII. Once a year, a group of top American managers come over to Europe from the States. They want to make sure that everything is running smoothly in the European operation.

This visit is very important for all the European Excel companies. When the Americans go back, they decide on the investment for the coming year. They will invest more money in the Excel companies which they think are doing well.

Miguel Garcia is responsible for the Americans' visit to Spain. Here is the timetable he has arranged.

Mon 18 Sept	Arrive Madrid Airport.
	Car to Excel Spain offices.
	Meet admin. staff.
	Dinner with senior local management.
Tue 19 Sept	Meeting at Excel offices to review Excel Spain SA's past year.
	Lunch in central Madrid.
	Visit to Benefin SA (JCAL customer).
	Dinner with senior staff.
Wed 20 Sept	Depart from Madrid Airport for Lyon.

Miguel sent the programme to Harold Goodman in Boston two weeks ago. Today he received this fax. List the changes which Harold Goodman made.

Attention: ***Miguel Garcia***

Re: Itinerary for visit to Spain

Arrival date now Tues 19 Sept Flight IB 234 arriving Madrid 18.40. Please arrange visit to Benefin Wednesday a.m and meeting at your office Wednesday p.m. Flight Madrid - Lyon Thursday morning.

Thanks and regards

HAROLD GOODMAN

Now work in groups. You have three tasks.

Task 1

You must telephone Benefin to tell them about the change of the plan. It is late in the afternoon and no one is in the office. Record a message on their

telephone answering machine explaining the situation. Apologize for the change in plans and ask if the time of the visit can be changed. Start like this: *I'm ringing from Excel. It's about...*

Task 2

Write the memo to your colleagues telling them that the date and time of the review meeting has changed. Don't forget to set out the memo correctly.

Task 3

Write a fax to Harold Goodman confirming that you have made all the necessary changes.

INFORMATION FILE

FILE 1 — Unit 2 Pronunciation part IV page 40

Dictate these abbreviation to your partner.

VAT	USA	MBA	ICI	CEO	RPI
OECD	WHO	GB	IMF	CIA	GDP

FILE 2 — Unit 2 Pronunciation part VII page 41

Dictate these telephone numbers to your partner.

34067 88159 270664 01799 241536

0171 863 7760

FILE 3 — Unit 2 Speaking part I page 14

Telephone a foreign supplier and ask them to

- supply you with 40 lap-top computer - NC-200
- quote you a price CIF
- deliver in one month
- give you a two-year guarantee
- give you a 20% discount
- give you 60 days to pay.

FILE 4 — Unit 2 Speaking part II page 44

Dictate these messages to your partner

Phone Vicki White
between 2 and 4 p.m
(01799-639154)

FAX INVOICE NO. 24711
TO HEAD OFFICE

Send a quotation
for 3,000 pieces,
ref.no. 24/9987, to
Ford Motor
Company

FILE 5 — Unit 5 Speaking part V page 99

OMNIBOT
THE ELECTRONIC BUTLER

Just the thing to impress your clients and friends.

In the morning he comes quietly into your room and wakes you up with your favourite music. He brings you your morning tea with the daily paper and responds to your commands by remote control. At the office he shows visitors around and at parties he delivers hors d'oeuvres to your surprised friends. Strong plastic body and quiet rubber wheels.

Comes with:

- A built-in rechargeable battery
- a programme module
- full instructions

Approx. 30cm x 30cm x 50cm £199.00

FILE 6 — Unit 5 Speaking part IV page 99

You are the manager of a forwarding company. A customer phones to make enquiries. Use this information to answer their questions.

The dimensions of your trailers are:

length - 12m width - 2m height - 2.5m

Their cubic capacity is $60m^3$.

The maximum load is 23,500 kg.

You charge £1,750 to transport a full trailer-load to Rome. It takes three to four days.

FILE 7 — Unit 2 Speaking part V page 45

Call 1: Phone your partner and ask him/ her to send you an up-to-date copy of their company's price list. Don't forget to give your name and address.

Call 2: your partner phones you with a request. Say yes and write down the details.

FILE 8 — Unit 5 Pronunciation page 94

I. Check your answers below.

1. write, right
2. meet, meat
3. would, wood
4. no, know
5. hear, here
6. two, too, to
7. four, for
8. there, their, they're
9. buy, by, bye

II. Good dictionaries contain phonetic spellings. They can help you to pronounce words. Here are the phonetic spellings for the words in exercise I but they are in a different order. Match them with the right words.

a. /nəʊ/ *no, know*

b. /fɔ:r/ .....

c. /rait/ .....

d. /hiər/ .....

e. /mi:t/ .....

f. /ðeər/ .....

g. /tu:/ .....

h. /wud/ .....

i. /bai/ .....

III. What words are represented by these phonetic spellings? (Look at exercise II for help.)

10. /gu/	5. /fi:t/
11. /mɔ:r/	6. /weər/
12. /wait/	7. /hu:/
13. /biər/	8. /gudbai/

FILE 9 **Unit 6 Speaking - part II - page 123**

ITINERARY FOR THE VISIT OF MR H.GRUBER
TO THELEYTONSTONE FACTORY
25 JULY

9.00	Arrival
9.05-9.45	Meeting with the Overseas Sales manager (Conference room)
9.45-10.15	Coffee with the Marketing Director and Finance Director
10.15-10.45	Company presentation video
10.45-11.45	Demonstration of the N4 prototype
11.45-12.40	Meeting with the Managing Director and Marketing Director (Boardroom)
12.40-2.30	Lunch with the Overseas Sales Manager (Saraceno Restaurant)
2.30-3.30	Tour of Leytonstone factory
3.30-4.00	Final discussions with the Overseas Sales Manager
4.00	Car to Terminal 2, Heathrow Airport
6.00	Flight to Frankfurt, LH 1607

FILE 10 — Unit 6 Speaking - part II - page 125

You are the public relations officer of Facit - a Swedish office equipment company. A newspaper reporter is writing an article on your company. Use these notes on the company history to answer his/ her questions.

1413 Facit starts trading in Sweden as a small copper mining company.

1889 Facit begins manufacturing furniture.

1928 Facit establishes its first subsidiary in Denmark.

1938 Facit buys the company Halda Typewriters.

1950 Facit establishes subsidiary in USA and Brazil.

1956 Facit builds the first Swedish computer.

1979 The Facit 2254 calculator becomes standard in Tokyo's largest bank.

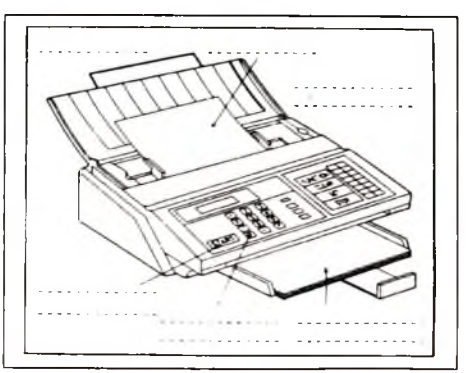
1985 Facit launches its first laser printer.

1990 Facit opens a marketing co-ordination centre in Brussels.

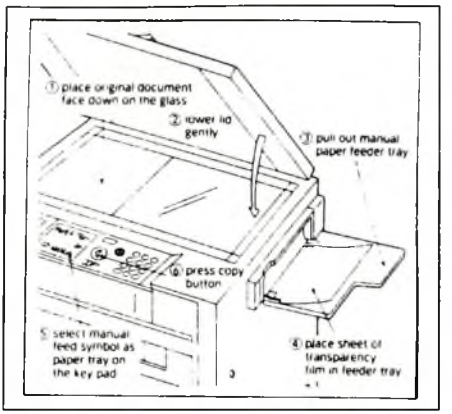
1994 Facit establishes new distribution channels in Europe.

FILE 11 — Unit 6 Speaking - part VII - page 126

I. You would like to send a fax but don't know how to use the fax machine. Ask student B if he/ she can help you. Look at the diagram and listen carefully to his/ her instructions. Write down what you need to do.

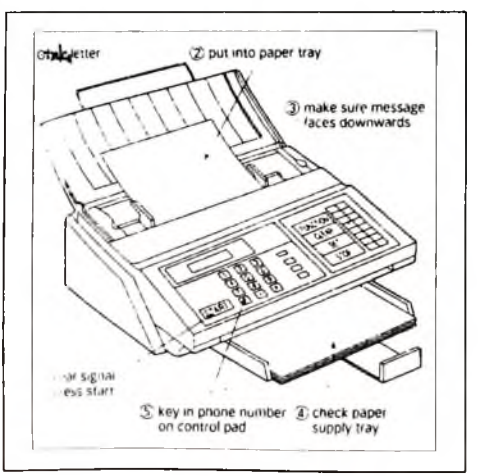


II. Student B doesn't know how to make a photocopy onto transparency film for an overhead projector. Use this diagram and the key words/ expressions below to tell him/ her how to do it.

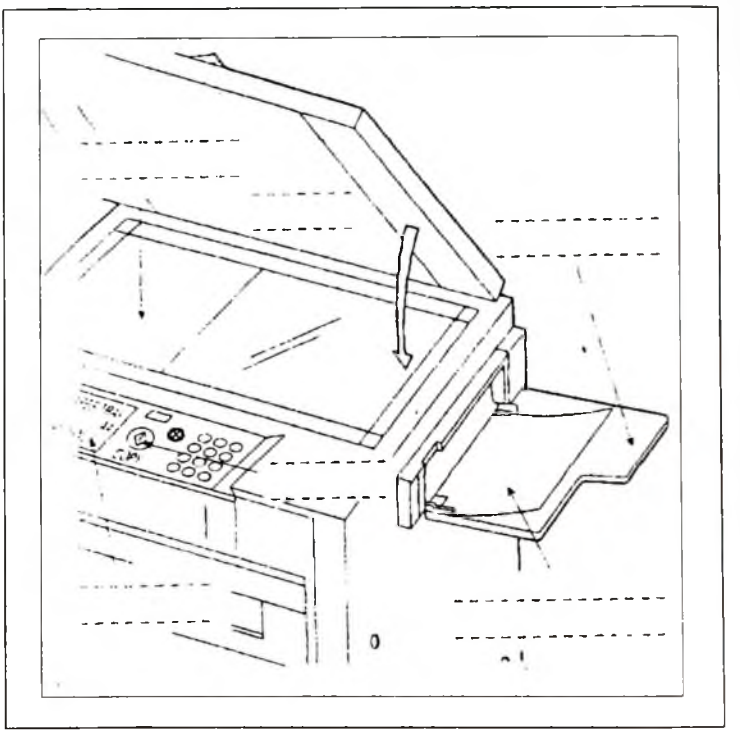


FILE 12 **Unit 6 Speaking - part VII - page 126**

Student A doesn't know to send a fax. Offer to help him/ her. Use this diagram and the key words/ expressions below to tell him/ her how to do it.



I. You would like to make a photocopy onto transparency film for an overhead projector but you don't know how to do it. Ask student A if he/ she can help you. Look at the diagram and listen carefully to his/ her instructions. Write down what you need to do.



FILE 13 **Unit 6 Vocabulary - part II - page 123**

I. Complete these questions with the correct form of *make* and *do*.

1. Are you..... any progress with that report?
2. Has that newspaper article..... any damage to our reputation
3. Did we..... a profit on that deal?

4. If we have time, could you..... some research for me?

5. Have you ever..... a complaint in a restaurant?

II. Now ask your partner the questions in exercise I and listen carefully to their answers. Do they make sense?

III. Your partner will ask you some questions. You should answer them with one of these sentences. Be careful. They are not in the correct order.

- No, this is the first time we've ever had anything to do with them.
- No I think we've made a big mistake.
- Certainly. I'll do it straight away.
- It depends. What do you want me to do?
- Yes, I'm calling the States. We're doing a job out there.

FILE 14 — Unit 7 Speaking - part I - page 141

You are calling to book three rooms at the Rio Othon Palace Hotel or the Caesar Park Hotel from 9 to 15 May.

BEFORE you START, look at the points below - make sure you cover all of them. Make notes during the call.

1. Introduce your self (your name and company)
2. Find out if any rooms are available from 9 May to 15 May.

Explain your requirements: the rooms are for yourself, Ms Castel and Mr & Mrs Holzger (who require twin beds).

3. Find out the cost of single and double rooms.

   Find out the difference between rooms at different prices.

   Find out whether the rates include breakfast.
4. Book two doubles at the lower price and one at the higher price.
5. Ask for quiet rooms - preferably with a view of the sea.

   Decide whether to have all three rooms with balcony + view.
6. Ask them to send you four copies of the hotel brochure.

FILE 15 Unit 5 Speaking - part V - page 99

OFF THE WALL
TENNIS BALL ALARM CLOCK

Just the thing to help you get up on Monday morning.

It's seven o'clock in the morning and your alarm clock starts to ring. But you've got 'Off the Wall'. You reach over, pick it up and throw it against the wall. It falls silent. You get up feeling better. What a wonderful way to start the day!

'Off the Wall' is a 10cm diameter shock proof electronic alarm clock. It comes complete with its own stand.

(Batteries are not supplied) £9.95

FILE 16 Unit 6 Vocabulary - part II - page 123

I. Complete these questions with the correct form of *make* and *do*.

1. Could you..... me a favour?
2. Would you phone round some suppliers and..... enquiries.
3. Have you ever..... business with that company before?
4. Are you..... a long distance call?
5. Do you think we've..... the right decision?

II. Your partner will ask you some questions. You should answer them witl one of these sentences. Be careful. They are not in the correct order.

- No, I'm afraid we made a loss.
- No, I've never had to do that. Have you?
- Yes, but there's nothing we can do about it now.
- Yes, it's nearly finished. Are there any more to do?
- I'll do my best but I can't make any promises.

III. Now ask your partner the questions from exercise I. Listen carefully t their answers. Do they make sense?

FILE 17 **Unit 8 Speaking - part IV - page 158**

Compare your answers with these survey results. Does anything surprise you?

HOW PEOPLE IN DIFFERENT OCCUPATIONS RATE THEIR DEGREE OF JOB SATISFACTION	
MORE THAN AVERAGELY SATISFIED	LESS THAN AVERAGELY SATISFIED
clergyman	economist
company director	computer programmer
solicitor	professional engineer
primary school teacher	secretary
insurance broker	management trainee
probation officer	shop assistant

FILE 18 **Unit 7 Speaking - part I - page 141**

You are the Reservations Manager at the Rio Othon Palace Hotel or the Caesar Park Hotel. BEFORE you START, look at the points below - make sure you cover all of them. Make notes during the call.

1. Answer the phone, say hello and introduce yourself (name of hotel, your name and function. Ask how you can help.

Note down the caller's name and use the name during the call.

2. Check if the last date is the leaving date or 'night of' date.

Find out what rooms the caller requires.

For the week they require you have only one single available. A single is much smaller than a double. Doubles for single occupancy would be more comfortable.

3. Quote your rates per night:

RIO OTHON PALACE: $165 single; $200 or $290 double

CAESAR PARK: $130 single; $170 or $230 double

The top price rooms have a balcony and sea view. All rooms have bath and shower, colour TV, telephone, minibar, air conditioning.

Confirm that the rooms requested are available.

The room rate includes buffet breakfast, the rate is per room (not per person).

4. Ask for the caller's name, address and contact phone number and fax number.

Ask for written confirmation by fax or letter, starting time of arrival.

5. Explain that all your rooms are quiet.

Explain that only rooms with a balcony have a view of the sea.

6. Read out your notes to make sure you have understood the details correctly.

FILE 20 **Unit 8 Speaking - part I - page 157**

Situation 1

Student B wants to find out about printing companies. Answer Student B's questions by comparing the services of the companies below. Use the words in the box to help you.

... higher quality than...
... speedier delivery than...
... cheaper than...

MULTIPRINT

Top quality color printing

Letterheads Business card Brochures

Labels Rubber stamps

Free delivery anywhere in the city

Fast delivery _ 24 hours

Reasonable prices

Tel: 0866 54 2555

BUDGET PRINT

Cheapest prices in the city

GUARANTEED!

Letterheads • Business cards

Brochures • Stamps • Envelops

Delivery 24 hours for black and white;

48 hours for color

CALL NOW: 0866 55 4646

Situation 2

Your company wants to hold a conference for about 100 people in Melville Town. Ask Student B for advice about renting a conference room. Fill in the table. Then tell Student B which you think is best and why.

	Price	Size	Convenience (near to station)
Event Management Inc.			
Budget Print			
Northern Hotel			

FILE 21 Unit 8 Speaking - part I - page 177

I. You are Pierre Crenn, Chief Accountant at EMN. You received an invoice from SIMCO for $900. You are sure this is too high.

1. Phone SIMCO and ask to speak to Mrs Powell, the Accounts Manager. Explain the problem. The invoice number is 6748, and it is dated the 23rd of February.
2. Mrs Powell phones you back. When she has finished, offer to send back the orginal invoice.

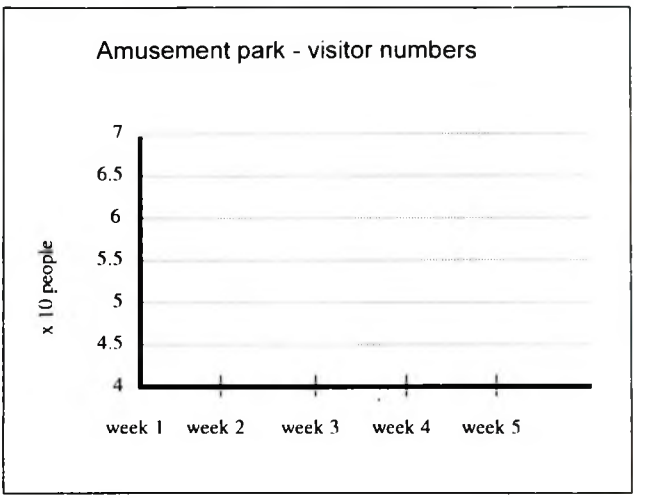
II. You are Ms Geraldo, Sales Manager of Funglass Inc.

1. You received a call from John Miller-Jones. He has a problem with an order of champagne glasses.

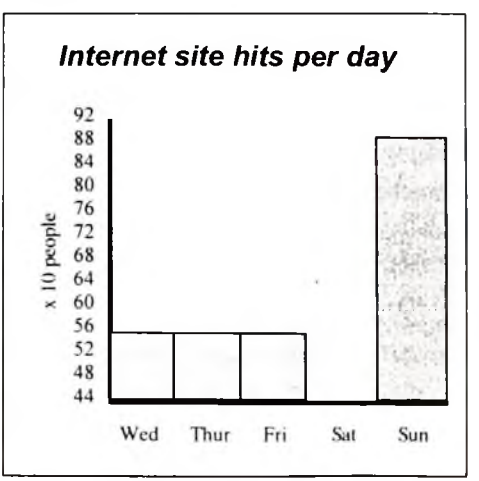
Promise to look into the problem and call back.

2. Call back. Apologize - the order was sent to the wrong address, and returned to the factory this morning. Ask for the correct address. If he asks about delivery, tell him it will take 3 days.

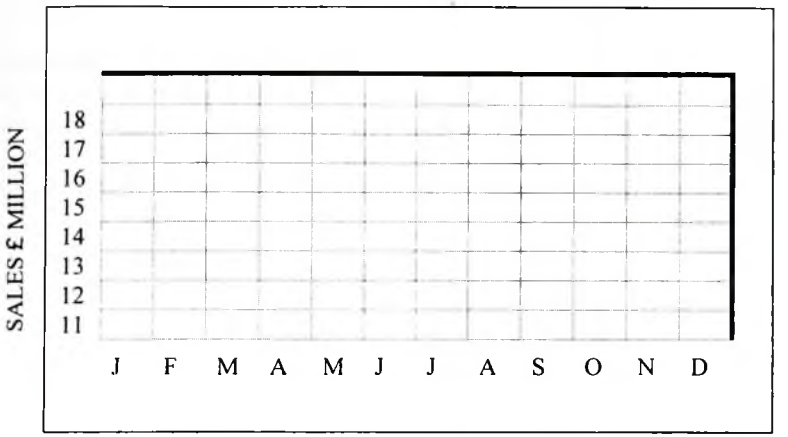
Draw the graph Student B describes. Ask questions if necessary.



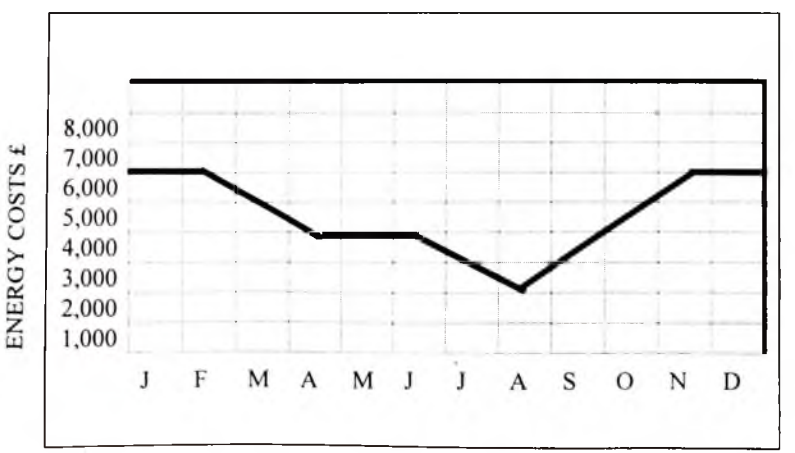
Now describe this graph so that Student B can draw it.



I. Listen to your partner's description of the turnover of a company over a period of twelve months and complete the graph below



I. The graph below shows the energy costs of a company over a period of twelve months. Describe it to your partner.



life is a dangerous business

The Talisman tracker

A personal position finder for walkers and mountaineers. The **Talisman** is lighter and stronger than its competitors and it fits into your pocket. Its distress-signal facility can save your life. Solar powered, it has a long-life back-up battery to be extra safe.

Jaylon products

making our lives a lot safer

COMMON ERRORS

~~*Where you live?*~~

→ *Where **do** you **live**?*

~~*They don't be in the office.*~~

→ *They **aren't** in the office.*

~~*I don't can speak Japanese.*~~

→ *I **can't speak** Japanese.*

Present continuous

* We use the present continuous to describe actions in progress at the moment of speaking. For example: our present work projects, new developments in business. We also use the present continuous to talk about actions that are happening for a limited time around now.

*They **are working** in Europe until December.*

*I'**m calling** you from Paris.*

We are working on a new prototype at the moment.

*She **is spending** three months here on a placement.*

* Form: **present of *be* + *-ing* form.**

COMMON ERRORS

~~*I'm often traveling*~~

I often travel.

~~*At the moment he speaks to his boss.*~~

At the moment he's speaking to his boss.

CHECK YOUR UNDERSTANDING

I. Choose words from the box to complete these sentences.

don't do doesn't finish finishes is isn't have has does

1. The company *has* three main divisions.
2. ..... my own office.
3. What time..... you usually..... work in the evening?
4. A. Where..... she?

   B. I don't know. She..... in her office.

5. The concert..... at about 11.15 p.m.

6. A..... the new product have a name yet?

B. No, it..... The Marketing Department is working on it now.

II. Complete the sentences with the present continuous form of the words in brackets as in the example.

1. (We/ develop) *We are developing* a new range of products for South America.
2. (He/ stay)..... at the Galaxie Hotel?
3. (You/ not/ listen)..... to me. What did I just say?
4. (I/ leave)..... now. See you tomorrow morning.
5. A. Why (those German engineers/ visit)..... the company?

   B. (They/ study)..... our production methods.
6. (I/ not/ work)..... this week - I'm on holiday.

III. In each sentence or conversation, one of the verbs in *italics* is in the wrong form. Underline the incorrect form and correct it.

1. A. What *are you doing?* *do you do*

   B. I'm a doctor. I work for a research institute.
2. The painters are re-decorating our offices, so I work at home today.
3. A. Is she always working long hours?

   B. No, not all the time. But she's finishing a very important project this week.
4. The company is usually spending 2% of its budget on training, but this year it is increasing it to 2.6%.
5. A. We're expanding our activities overseas at the moment.

   B. Oh really? Which new countries do you export to?
6. I don't like going to parties usually, but I really enjoy this one.

11. PRESENT PERFECT

* We use the present perfect to talk about an action or series of actions in the past, especially if there is a connection with the present.

The plane ***has landed*** (it is on the ground now)

* We can use the present perfect to describe a situation or action which began in the past, but which continues into the present.

I've ***worked*** *for my present company since 2002.*

* We often use the present perfect with *already, yet, ever, never,* and *just.*

- We use *ever / never* to talk about something that has (not) happened during our life.

Have you ***ever*** *used a private jet for business travel?*

I have ***never*** *worked so hard.*

- We use *just* in positive present perfect sentences to mean a short time before now.

We have ***just*** *seen my old boss.*

- We use *already* to talk about something that happened before we expected.

He's already arrived.

- We use *yet* in questions and negative sentences to ask if something expected has happened, or to say that it hasn't.

She hasn't called me ***yet.***

Haven't you finished ***yet?***

* We often use *for* and *since* to talk about unfinished actions.

- For + period of time

She has worked here ***for*** *three years.*

(she still works here)

- Since + a particular point in time.

He has been my boss ***since*** *the start of the year.*

(he is still my boss)

* To describe a finished action we use the past simple.

I worked in Australia in the 1990s.

(I do not work there now)

She was my boss from 1987 to 1995.

(she is not my boss now)

* In a positive sentence we put *already, never* and *just* between *have* and the past participle.

*You have **never** told me that.*

*He/ She has **just** left.*

*I have **already** had lunch.*

* Form: **present tense of *have* + past participle**.

COMMON ERRORS

~~*She has written the report yesterday.*~~

She wrote the report yesterday.

~~*He works here since three years.*~~

He has worked here for three years.

CHECK YOUR UNDERSTANDING

I. Complete these sentences with the correct form of the verb in brackets.

1. There are four candidates. So far we (interview) *have interviewed* two of them.
2. Our Marketing Director is visiting clients this week. She (see)..... five of them.
3. (meet)..... you..... my colleague.
4. I started playing golf recently. I (play)..... about ten times.
5. We are mailing four thousand brochures. We (already/ send)..... two thousand.
6. He is applying for a new job. He (write)..... about fifty letters.

II. Complete these questions.

1. You/ see Ann? *Have you seen Ann?*

Yes, I saw her half an hour ago in the canteen.

2. He/ write the report?.....

Yes, he wrote it yesterday.

3. They/ leave?.....

Yes, they left ten minutes ago.

4. You/ ever/ travel first class?.....

Yes, I have.

5. The meeting/ finish?.....

Yes, it has just finished.

III. Read this postcard from a sales representative to her colleagues from a business trip abroad. Complete it with the correct form of the verbs in brackets.

Dear All,
I (arrive)..... here a week ago and I am working really hard. I (visit)..... several big customers and I (really/ find)..... a new one. I (try)..... lots of the local cooking and I must say I (never eat)..... so well. I (just finish)..... dinner and am now going out to see a film. I (meet)..... a couple of other people yesterday so I am not completely alone. See you all next week.
Regards,
Felicity

12. PREPOSITIONS OF PLACE AND DIRECTION

CHECK YOUR UNDERSTANDING

Complete these sentences with one of the prepositions

1. My office is..... the main building..... the fourth floor.

2. The stationery cupboard is..... the door and the wall.
3. The keyboard is usually..... the screen.
4. The mouse is usually..... the keyboard.
5..... is the opposite of *over*.

13. PREPOSITIONS OF TIME

We generally use the following prepositions before the following things.

in	times of the day - *in the morning, in the afternoon, in the evening*
	seasons - *in the spring, in the summer, in the autumn, in the winter*
	months - *in January, in February, in March*
on	days of the week - *on Monday, on Tuesday*
at	times - at *five o'clock, at half past six, at midnight*
from	→ *she works from 9 to 5* → **to**
since	a point of time
	I've been here ***since eight o'clock.***
for	a period of time
	They waited ***for four hours*** *for their plane.*
until	a point in time
	We worked ***until nine*** *to get ready for the meeting.*

CHECK YOUR UNDERSTANDING

Complete this text with the correct preposition.

Romain Candella works for a fireworks company. He has worked ther (1)..... 1997. Before that he worked as a waiter (2)..... five years As a waiter he worked (3)..... eleven in the morning (4)..... nine or ten (5)..... night. These days he works a normal day and neve works (6)..... the weekend. His busiest time is (7)..... the autumr (8)..... November 5th his sales reach a peak. After that it is quie (9)..... Christmas. He usually goes on holiday (10)..... the spring

14. PRONOUNS

Subject pronouns	Object pronouns	Possessive pronouns	Possessive adjectives
I	me	mine	my
You	you	yours	yours
He	him	his	his
She	her	hers	her
It	it	its	its
We	us	ours	our
They	them	theirs	their

CHECK YOUR UNDERSTANDING

Complete these sentences using one of the words in the table above.

1. Could I borrow..... telephone?..... has no battery.
2. My wife works very long hours..... is a doctor..... colleagues work much less.
3. He lost..... job last year. I feel very sorry for.....
4. Would you like some oysters? No, thanks. I don't like.....
5. Whose laptop is this? It's..... Where is..... ?

15. QUESTIONS

* To form questions in the present simple and past simple we use the auxiliary *do/ does/ did*

__Do__ you work here?

__Does__ she speak Japanese?

What time __did__ you leave?

* We do not use an auxiliary with the verb *be*, or with modal verbs.

Is she Dutch?

Where were you yesterday?

* We usually put a preposition at the end of a question.

Which company do you work __for__?

Who did you have __lunch with__?

*Where are you **from**?*

* For other tenses or modals we invert the subject and the auxiliary.

*What **will you** do?*

*Where **can I** find a new supplier?*

*How long **have you** worked here?*

* We use questions tags to check or confirm information. When the auxiliary is positive in the sentence, it is negative in the tag.

*They live in Italy, **don't they**?*

*They came yesterday, **didn't they**?*

*She can go to the meeting, **can't she**?*

*You were there last year, **weren't you**?*

*She has left, **hasn't she**?*

* In a negative sentence the question tag is usually positive.

*He can't sign company cheques, **can he?***

CHECK YOUR UNDERSTANDING

I. Make questions for the words in bold.

1. They live in **Barcelona.**

Where do they live?

2. I work for **Quantas.**

Which company.....?

3. She goes to work **by car.**

How.....?

4. He earns **$50,000** a year.

How much.....?

5. We start work at **8.30.**

What time.....?

1. I have lunch in **the company canteen.**

Where.....?

II. Complete the gaps in these questions

1. Where..... you meet?

At a conference in Miami in 1999.

2. Where..... you yesterday?

At a meeting in Manchester.

3. When..... the meeting start?

At 2 o'clock.

4..... she French?

No, she isn't. She's Swiss.

5. Why..... she fax you?

Because the computers are down.

III. Match the questions 1- 6 with the answer a-f.

1. Who did you have dinner with?	a. They are discussing about?
2. What are you working on?	b. Wood.
3. What is it for?	c. It's the news.
4. What is it made of?	d. Next year's budget.
5. What are you listening to?	e. It's for cleaning your keyboard.
6. What are they talking about?	f. A Spanish customer.

IV. Make question tags for these sentences.

1. She works hard, *doesn't she?*
2. They live in Melbourne,.....?
3. He went by train,.....?
4. She's got a new job,.....?
5. He didn't telephone,.....?

16. IRREGULAR VERB LIST

Infinitive	Past simple	Past participle	Infinitive	Past simple	Past participle
be	was/ were	been	build	built	built
become	became	become	buy	bought	bought
begin	began	begun	catch	caught	caught
break	broke	broken	choose	chose	chosen
bring	brought	brought	come	came	come

cost	cost	cost	pay	paid	paid
cut	cut	cut	put	put	put
deal	dealt	dealt	read	read	read
do	did	done	ring	rang	rung
draw	drew	drawn	rise	rose	risen
drink	drunk	drank	run	ran	run
drive	drove	driven	say	said	said
eat	ate	eaten	see	saw	seen
fall	fell	fallen	sell	sold	sold
feel	felt	felt	send	sent	sent
find	found	found	set	set	set
fly	flew	flown	show	showed	shown
forget	forgot	forgotten	shut	shut	shut
give	gave	given	sing	sang	sung
go	went	gone	sleep	slept	slept
grow	grew	grown	speak	spoke	spoken
have	had	had	spend	spent	spent
hear	heard	heard	stand	stood	stood
hold	held	held	steal	stole	stolen
keep	kept	kept	stick	stuck	stuck
know	knew	known	strike	struck	struck
lead	led	led	swim	swam	swum
learn	learned/ learnt	learned/ learnt	take	took	taken
leave	left	left	teach	taught	taught
lend	lent	lent	tell	told	told
let	let	let	think	thought	thought
lose	lost	lost	throw	threw	thrown
make	made	made	wake	woke	woken
mean	meant	meant	wear	wore	worn
meet	met	met	win	won	won
			write	wrote	written

17. MEETING, OPINIONS, AND SUGGESTIONS

Opening a meeting

Thanks for coming.
Has everyone got an agenda?
Right. Shall we start?

Asking for opinions

What do you think?
Would you like to comment/ say something?
Does anyone want to add anything?
Don't you think...?
Don't you agree?

Giving opinions

I think...
In my opinion...
To my mind...
From my point of view...
I feel (very strongly)...
On the one hand.... on the other....

Agreeing/ disagreeing

I agree.
That's a good point.
I disagree.
I'm not sure about that.
I don't fully agree with you.
I take your point but....

Making suggestion

Why don't we...?
What about + V-ing?
Let's...
We could...

Commenting

Good idea!
Great!
No way!

Checking understanding

I didn't catch that.
I'm not with you.

Ending

I think that's enough for today.
Any other business?
Thanks for coming/ your attention.

18. TELEPHONE LANGUAGE

Making calls

Introducing yourself
This is John.

Receiving calls

Answering the phone
David. How can I help?

(It's) John here.

Asking for someone

Can I speak to Mary, please?

Is Mary there?

Is that Mary?

Leaving a message

Introducing yourself

This is John.

(It's) John here.

Apologizing

I'm afraid she's out.

Sorry. She's not at her desk.

Ending a call

Thanks for your help

Speak to you soon.

Bye for now.

Thanks for calling.

Nice talking to you.

Bye bye.

David speaking.

Transferring

Just a moment. I'll put you through.

I'll try another number.

Taking a message

Can I take a message?

How do you spell that?

Has she got your number?

19. MAKING APPOINTMENTS

Asking when a person is free

When are you available?

Which day is good for you?

Suggesting a time

Is three o'clock OK for you?

Shall we say half past four?

Suggesting a date

Are you free on the fourteenth?

Does Friday suit you?

Responding

Any morning?

I'm free on Tuesday?

Accepting

That's fine.

All right.

Rejecting

Sorry, I'm busy that day.

I'm afraid I'm away.

Confirming

So that's 4.30 on Monday the tenth

Acknowledging

OK. I look forward to it.

Changing

I've got a problem with our appointment. Can we postpone it/ bring it forward/ cancel it?

20. SOCIAL EXPRESSIONS

Meeting people for the first time

Hello.

How are you?

Where are you from?

Meeting colleagues

Hi.

How are you doing?

How's the family?

How are things?

Asking for help

Could you give me a hand?

Can you help me?

I was wondering if you could do something for me.

Offering

Can I do anything?

How can I help?

Shall I do that?

Inviting

Are you doing anything now/ later/ this evening?

Would you like to have dinner with us?

Are you free later?

Have you got any plans?

Asking for directions

Excuse me? Could you tell me how to get to....?

Do you know where..... street is?

Is there a garage near here?

Where can I find....?

Complaining

This is too....

This is not....enough.

Sorry, but there seems to be a mistake.

Saying good bye

It was great to see you again.

Thanks for the invitation.

Thanks for coming.

See you soon.

Bye for now.

Apologizing

I do apologize.

I am sol really sorry.

21. WRITING BUSINESS CORRESPONDENCE

We use different expressions when we write formal letters (to institutions or companies), and informal letters (to friends or emails to colleagues).

	Formal letter	Email/ Informal letter
Opening	*Dear Sir/ Madam* *Dear Sirs*	*Dear Nadia/ Hi Nadia*
Reference	*With reference to....*	(Email: appears in subject box) *I am writing to....*
Thanks	*Thank you for...*	*Thanks for....*
Enclosed	*Please find enclosed...*	*Attached is / are...* *Please find attached...*
Asking for help	*I would be grateful* *If you could...*	*Could/ Can you...?*
Offering help	*I would be pleased to....*	*I'll/ I'd be pleased to....* *I'd be glad to....*
Closing remark	*I look forward to hearing from you.*	*Looking forward to hearing from you.* *Hope to hear from you soon.*
Finishing	*Yours faithfully,* *Yours sincerely,*	*Kindest/ Best regards,* *Yours,*

22. NUMBERS

I. Cardinal numbers

1 - 10	one, two, three, four, five, six, seven, eight, nine, ten
11- 20	eleven, twelve, thirteen, fourteen, fifteen, sixteen, seventeen, eighteen, nineteen, twenty

21 - 29	twenty-one, twenty-two, twenty-three, twenty-four,..., twenty-nine
30-90	thirty, forty, fifty, sixty, seventy, eighty, ninety
100	a hundred, or one hundred
137	a hundred (and) thirty-seven
7,926	seven thousand nine hundred and twenty-six
12,456	twelve thousand four hundred and fifty-six
348,931	three hundred and forty-eight thousand, nine hundred and thirty-one
2,345,678	two million, three hundred and forty-five thousand six hundred and seventy-eight
1,000,000,000	one billion

II. Ordinal numbers

1	1st (first)
2	2nd (second)
3	3rd (third)
4-9	4th, 5th,.... 9th (fourth, fifth,.... ninth)
10 - 19	10th (tenth), 11th (eleventh), 12th (twelfth),.... 19th (nineteenth)
20 - 100	20th (twentieth), 30th (thirtieth),.... 90th (ninetieth), 100th (hundredth)

III. Fractions

1/2	a half
1/3	a third
1/4	a quarter
1/5 - 1/100	a fifth.... a hundredth
7/10	seven-tenth

IV. Other numbers

59%	fifty-nine percent
1.056	one point zero/ nought / oh, five, six
6.8	six point eight
77°C	seventy-seven degrees

V. Dates

What is the date? What is the year? When were you born? When did it happen?

2003	two thousand and three
1998	nineteen ninety-eight
1666	sixteen sixty-six
11/06/02	*The eleventh of June, two thousand and two.*
	June (the) eleventh, two thousand and two.

Note: in the US this date is written month / day/ year, i.e 06/11/02.

VI. Age

How old is she?	*She's thirty- five (years old)*
How old is this building?	*It's two hundred years old.*

VII. Dimensions

Distance	*How far is it from A to B? Oxford is fifty miles from London.*
Weight	*How much does he weigh? He weighs seventy five kilos.*
Height	*How tall is she? She's 1.60m. She's one metre-sixty.*
Dimensions	*How big is your office? My office is six metres by four.*
Time	*It's six forty- five. (6.45)*

VIII. Time

What time is it?

What's the time?

What time do you have?

What time do you make it?

On the hour.	*It's one/two/three o'clock*
From 1 minute to 30 minutes *after* the hour.	*It's ten/a quarter/twenty- five/half/**past** four (UK)*
	*It's ten/a quarter/twenty- five/half **after** four (US)*
From 31 minutes to 59 minute *before* the hour.	*It's ten/a quarter/twenty- five **to** four (UK)*
	*It's a quarter/half **of** four (US)*
We can also say:	*It's ten thirty-three. It's six forty-five.*

COMMON ERRORS

~~*Where you live?*~~

→ *Where **do** you **live**?*

~~*They don't be in the office.*~~

→ *They **aren't** in the office.*

~~*I don't can speak Japanese.*~~

→ *I **can't speak** Japanese.*

Present continuous

* We use the present continuous to describe actions in progress at the moment of speaking. For example: our present work projects, new developments in business.

We also use the present continuous to talk about actions that are happening for a limited time around now.

*They **are working** in Europe until December.*

*I'**m calling** you from Paris.*

We are working on a new prototype at the moment.

*She **is spending** three months here on a placement.*

* Form: **present of *be* + *-ing* form.**

COMMON ERRORS

~~*I'm often traveling*~~

I often travel.

~~*At the moment he speaks to his boss.*~~

At the moment he's speaking to his boss.

CHECK YOUR UNDERSTANDING

I. Choose words from the box to complete these sentences.

don't do doesn't finish finishes is isn't have has does

1. The company *has* three main divisions.
2. ..... my own office.
3. What time..... you usually..... work in the evening?
4. A. Where..... she?

   B. I don't know. She..... in her office.

5. The concert..... at about 11.15 p.m.

6. A..... the new product have a name yet?

B. No, it..... The Marketing Department is working on it now.

II. Complete the sentences with the present continuous form of the words in brackets as in the example.

1. (We/ develop) *We are developing* a new range of products for South America.
2. (He/ stay)..... at the Galaxie Hotel?
3. (You/ not/ listen)..... to me. What did I just say?
4. (I/ leave)..... now. See you tomorrow morning.
5. A. Why (those German engineers/ visit)..... the company?

   B. (They/ study)..... our production methods.
6. (I/ not/ work)..... this week - I'm on holiday.

III. In each sentence or conversation, one of the verbs in *italics* is in the wrong form. Underline the incorrect form and correct it.

1. A. What *are you doing?* *do you do*

   B. I'm a doctor. I work for a research institute.
2. The painters are re-decorating our offices, so I work at home today.
3. A. Is she always working long hours?

   B. No, not all the time. But she's finishing a very important project this week.
4. The company is usually spending 2% of its budget on training, but this year it is increasing it to 2.6%.
5. A. We're expanding our activities overseas at the moment.

   B. Oh really? Which new countries do you export to?
6. I don't like going to parties usually, but I really enjoy this one.

11. PRESENT PERFECT

* We use the present perfect to talk about an action or series of actions in the past, especially if there is a connection with the present.

The plane ***has landed***. (it is on the ground now)

* We can use the present perfect to describe a situation or action which began in the past, but which continues into the present.

I've ***worked*** *for my present company since 2002.*

* We often use the present perfect with *already, yet, ever, never,* and *just.*

- We use *ever / never* to talk about something that has (not) happened during our life.

Have you ***ever*** *used a private jet for business travel?*

I have ***never*** *worked so hard.*

- We use *just* in positive present perfect sentences to mean a short time before now.

We have ***just*** *seen my old boss.*

- We use *already* to talk about something that happened before we expected.

He's already arrived.

- We use *yet* in questions and negative sentences to ask if something expected has happened, or to say that it hasn't.

She hasn't called me ***yet.***

Haven't you finished ***yet?***

* We often use *for* and *since* to talk about unfinished actions.

- For + period of time

She has worked here ***for*** *three years.*

(she still works here)

- Since + a particular point in time.

He has been my boss ***since*** *the start of the year.*

(he is still my boss)

* To describe a finished action we use the past simple.

I worked in Australia in the 1990s.

(I do not work there now)

She was my boss from 1987 to 1995.

(she is not my boss now)

* In a positive sentence we put *already, never* and *just* between *have* and the past participle.

*You have **never** told me that.*

*He/ She has **just** left.*

*I have **already** had lunch.*

* Form: **present tense of *have* + past participle**.

COMMON ERRORS

~~*She has written the report yesterday.*~~

She wrote the report yesterday.

~~*He works here since three years.*~~

He has worked here for three years.

CHECK YOUR UNDERSTANDING

I. Complete these sentences with the correct form of the verb in brackets.

1. There are four candidates. So far we (interview) *have interviewed* two of them.
2. Our Marketing Director is visiting clients this week. She (see)..... five of them.
3. (meet)..... you..... my colleague.
4. I started playing golf recently. I (play)..... about ten times.
5. We are mailing four thousand brochures. We (already/ send)..... two thousand.
6. He is applying for a new job. He (write)..... about fifty letters.

II. Complete these questions.

1. You/ see Ann? *Have you seen Ann*?

Yes, I saw her half an hour ago in the canteen.

2. He/ write the report?.....

Yes, he wrote it yesterday.

3. They/ leave?.....

Yes, they left ten minutes ago.

4. You/ ever/ travel first class?.....

Yes, I have.

5. The meeting/ finish?.....

Yes, it has just finished.

III. Read this postcard from a sales representative to her colleagues from a business trip abroad. Complete it with the correct form of the verbs in brackets.

Dear All,
I (arrive)..... here a week ago and I am working really hard. I (visit)..... several big customers and I (really/ find)..... a new one. I (try)..... lots of the local cooking and I must say I (never eat)..... so well. I (just finish)..... dinner and am now going out to see a film. I (meet)..... a couple of other people yesterday so I am not completely alone. See you all next week.
Regards,
Felicity

12. PREPOSITIONS OF PLACE AND DIRECTION

CHECK YOUR UNDERSTANDING

Complete these sentences with one of the prepositions

1. My office is..... the main building..... the fourth floor.

2. The stationery cupboard is..... the door and the wall.
3. The keyboard is usually..... the screen.
4. The mouse is usually..... the keyboard.
5..... is the opposite of *over*.

13. PREPOSITIONS OF TIME

We generally use the following prepositions before the following things.

in	times of the day - *in the morning, in the afternoon, in the evening*
	seasons - *in the spring, in the summer, in the autumn, in the winter*
	months - *in January, in February, in March*
on	days of the week - *on Monday, on Tuesday*
at	times - at *five o'clock, at half past six, at midnight*
from	→ *she works from 9 to 5* → **to**
since	a point of time
	I've been here ***since eight o'clock.***
for	a period of time
	They waited ***for four hours*** *for their plane.*
until	a point in time
	We worked ***until nine*** *to get ready for the meeting.*

CHECK YOUR UNDERSTANDING

Complete this text with the correct preposition.

Romain Candella works for a fireworks company. He has worked ther (1)..... 1997. Before that he worked as a waiter (2)..... five years As a waiter he worked (3)..... eleven in the morning (4)..... nine or ten (5)..... night. These days he works a normal day and neve works (6)..... the weekend. His busiest time is (7)..... the autumr (8)..... November 5th his sales reach a peak. After that it is quie (9)..... Christmas. He usually goes on holiday (10)..... the spring

14. PRONOUNS

Subject pronouns	Object pronouns	Possessive pronouns	Possessive adjectives
I	me	mine	my
You	you	yours	yours
He	him	his	his
She	her	hers	her
It	it	its	its
We	us	ours	our
They	them	theirs	their

CHECK YOUR UNDERSTANDING

Complete these sentences using one of the words in the table above.

1. Could I borrow..... telephone?..... has no battery.
2. My wife works very long hours..... is a doctor..... colleagues work much less.
3. He lost..... job last year. I feel very sorry for.....
4. Would you like some oysters? No, thanks. I don't like.....
5. Whose laptop is this? It's..... Where is..... ?

15. QUESTIONS

* To form questions in the present simple and past simple we use the auxiliary *do/ does/ did*

__Do__ you work here?

__Does__ she speak Japanese?

What time __did__ you leave?

* We do not use an auxiliary with the verb *be*, or with modal verbs.

Is she Dutch?

Where were you yesterday?

* We usually put a preposition at the end of a question.

Which company do you work __for__?

Who did you have __lunch with__?

*Where are you **from**?*

* For other tenses or modals we invert the subject and the auxiliary.

*What **will you** do?*

*Where **can I** find a new supplier?*

*How long **have you** worked here?*

* We use questions tags to check or confirm information. When the auxiliary is positive in the sentence, it is negative in the tag.

*They live in Italy, **don't they**?*

*They came yesterday, **didn't they**?*

*She can go to the meeting, **can't she**?*

*You were there last year, **weren't you**?*

*She has left, **hasn't she**?*

* In a negative sentence the question tag is usually positive.

*He can't sign company cheques, **can he?***

CHECK YOUR UNDERSTANDING

I. Make questions for the words in bold.

1. They live in **Barcelona.**

Where do they live?

2. I work for **Quantas.**

Which company.....?

3. She goes to work **by car.**

How.....?

4. He earns **$50,000** a year.

How much.....?

5. We start work at **8.30.**

What time.....?

1. I have lunch in **the company canteen.**

Where.....?

II. Complete the gaps in these questions

1. Where..... you meet?

At a conference in Miami in 1999.

2. Where..... you yesterday?

At a meeting in Manchester.

3. When..... the meeting start?

At 2 o'clock.

4..... she French?

No, she isn't. She's Swiss.

5. Why..... she fax you?

Because the computers are down.

III. Match the questions 1- 6 with the answer a-f.

1. Who did you have dinner with?	a. They are discussing about?
2. What are you working on?	b. Wood.
3. What is it for?	c. It's the news.
4. What is it made of?	d. Next year's budget.
5. What are you listening to?	e. It's for cleaning your keyboard.
6. What are they talking about?	f. A Spanish customer.

IV. Make question tags for these sentences.

1. She works hard, *doesn't she?*
2. They live in Melbourne,.....?
3. He went by train,.....?
4. She's got a new job,.....?
5. He didn't telephone,.....?

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fly	flew	flown	show	showed	shown
forget	forgot	forgotten	shut	shut	shut
give	gave	given	sing	sang	sung
go	went	gone	sleep	slept	slept
grow	grew	grown	speak	spoke	spoken
have	had	had	spend	spent	spent
hear	heard	heard	stand	stood	stood
hold	held	held	steal	stole	stolen
keep	kept	kept	stick	stuck	stuck
know	knew	known	strike	struck	struck
lead	led	led	swim	swam	swum
learn	learned/ learnt	learned/ learnt	take	took	taken
leave	left	left	teach	taught	taught
lend	lent	lent	tell	told	told
let	let	let	think	thought	thought
lose	lost	lost	throw	threw	thrown
make	made	made	wake	woke	woken
mean	meant	meant	wear	wore	worn
meet	met	met	win	won	won
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Does anyone want to add anything?
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Don't you agree?

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I think...
In my opinion...
To my mind...
From my point of view...
I feel (very strongly)...
On the one hand.... on the other....

Agreeing/ disagreeing

I agree.
That's a good point.
I disagree.
I'm not sure about that.
I don't fully agree with you.
I take your point but....

Making suggestion

Why don't we...?
What about + V-ing?
Let's...
We could...

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Good idea!
Great!
No way!

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Bye for now.

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How are you doing?

How's the family?

How are things?

Asking for help

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Can you help me?

I was wondering if you could do something for me.

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Thanks	*Thank you for...*	*Thanks for....*
Enclosed	*Please find enclosed...*	*Attached is / are...* *Please find attached...*
Asking for help	*I would be grateful* *If you could...*	*Could/ Can you...?*
Offering help	*I would be pleased to....*	*I'll/ I'd be pleased to....* *I'd be glad to....*
Closing remark	*I look forward to hearing from you.*	*Looking forward to hearing from you.* *Hope to hear from you soon.*
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2	2nd (second)
3	3rd (third)
4-9	4th, 5th,.... 9th (fourth, fifth,.... ninth)
10 - 19	10th (tenth), 11th (eleventh), 12th (twelfth),.... 19th (nineteenth)
20 - 100	20th (twentieth), 30th (thirtieth),.... 90th (ninetieth), 100th (hundredth)

III. Fractions

1/2	a half
1/3	a third
1/4	a quarter
1/5 - 1/100	a fifth.... a hundredth
7/10	seven-tenth

IV. Other numbers

59%	fifty-nine percent
1.056	one point zero/ nought / oh, five, six
6.8	six point eight
77°C	seventy-seven degrees

V. Dates

What is the date? What is the year? When were you born? When did it happen?

2003	two thousand and three
1998	nineteen ninety-eight
1666	sixteen sixty-six
11/06/02	*The eleventh of June, two thousand and two.*
	June (the) eleventh, two thousand and two.

Note: in the US this date is written month / day/ year, i.e 06/11/02.

VI. Age

How old is she?	*She's thirty- five (years old)*
How old is this building?	*It's two hundred years old.*

VII. Dimensions

Distance	*How far is it from A to B? Oxford is fifty miles from London.*
Weight	*How much does he weigh? He weighs seventy five kilos.*
Height	*How tall is she? She's 1.60m. She's one metre-sixty.*
Dimensions	*How big is your office? My office is six metres by four.*
Time	*It's six forty- five. (6.45)*

VIII. Time

What time is it?

What's the time?

What time do you have?

What time do you make it?

On the hour.	*It's one/two/three o'clock*
From 1 minute to 30 minutes *after* the hour.	*It's ten/a quarter/twenty- five/half/***past** *four (UK)*
	It's ten/a quarter/twenty- five/half ***after*** *four (US)*
From 31 minutes to 59 minute *before* the hour.	*It's ten/a quarter/twenty- five* ***to*** *four (UK)*
	It's a quarter/half ***of*** *four (US)*
We can also say:	*It's ten thirty-three. It's six forty-five.*

We usually use the 24-hour clock when we are talking about timetables.

My plane goes at 19.30	*My plane goes at nineteen thirty.*
The conference ends at 18.30	*The conference ends at eighteen thirty.*

IX. Telephone numbers and postcodes

0033153594443	*That's doubleoh, double three, one, five, three, five, nine, double four, four, three.*
44000	*That's four, four, oh, oh, oh.*
OX146QT	*Oh, ex, one, four, six, queue, tea.*

X. Prices

How much is that?

What does it cost?

How much do I owe you?

$6.50	*Six dollars fifty.*
£ 78.35	*Seventy-eight pounds thirty-five (pence)*

TAPESCRIPT

UNIT 1: MEETING PEOPLE

{1}	A	Mr Velazquez, may I introduce you to Peter Brient. Peter, this is Mr Velazquez of Telefonica de Espana.
	B	How do you do?
	C	How do you do?
	A	Peter works for our New York branch. He's responsible for international accounts.
{2}	A	Ulla!
	B	Thomas!
	A	Welcome to Oxford. It's nice to see you again.
	B	And you? Do you know my colleague, Sven Olsen?
	A	Yes, I do. How are you, Sven?
	C	Fine. Thanks, Thomas. And you?
	A	Fine. How was your trip?
	C	Not bad, thanks.
	A	Good. Let's go upstairs and have some coffee.
{3}	A	Good evening, Bob.
	B	Good evening, Liz. Do you know Luigi? This is Liz, a friend of mine from work.
	C	Hello.
	A	Hello. Pleased to meet you.
	C	So are you an engineer too, Liz?

A That's right. What about you?

C I'm in the chemicals business.

A Oh yes?

B A gin and tonic, Liz?

C Yes please, Bob.

{4}

a. construction
b. engineer
c. headquarters
d. financial
e. European
f. responsible
g. responsibilities
h. nationality

UNIT 2: ON THE PHONE

{5} A Galaxy Computer Supplies.

B Overseas Sales Department, please

A The line are busy. Will you hold?

B Yes.

A The line's free now. I'll put you through.

C Overseas Sales. Lynne Noon speaking.

B Good morning. I'm interested in your firesafe cabinets. Do you have a sales office in Spain?

C I'm afraid we don't, but I can arrange for a sales visit from our agent.

B No, no. That's not necessary. Could you quote me a price for 20 BZ11 cabinets, CIF Cadiz?

C May I have your name?

B Yes, it's JOSE ROSALES. That's J-O-S-E, R-O-S-A-L-E-S and my fax number is one, that's the code for Madrid, four three zero, six six eight seven. Could you read that back to me?

C One four three oh, double six eight seven. And what company are you with, Mr Rosales?

B EVP.

C EVP. Right. I'll work out the price and fax a quotation through immediately.

B Thank you very much. Good bye.

{6} A Galaxy Computer Supplies.

B Extension 143, please.

A Hold on.

C Overseas Sales.

B Could I speak to Mary Thatcher, please?

C Who's calling please?

B Christophe Terrien of RGF France.

D Mary Thatcher.

B Hello, this is Christophe Terrien of RGF. I'd like to place an order.

D Certainly Monsieur Terrien. Go ahead.

B I'd like six photoconductor units, reference number seven six nine oh five, A stroke K. Do you have them in stock?

D Yes, we do. Anything else?

B No, that's all. This is an urgent order.

D OK. We'll send them straight away. Could you confirm this in writing please, Monsieur Terrien.

B Of course.

D Thank you very much.

B Good bye.

{7}

Hello. This is Anne Parker here on Monday 23rd January. It is now 11 o'cloc and I'm leaving the office to go to London where I'll be for the rest of the day If you'd like to leave the message, please speak after the tone and I'll get bac to you as soon as I can. If you need to reach me urgently, please page me o 091 551 804.

{8}

Hi Anne. This is Terry. I'm afraid I can't make it to our appointment Thursday. Could you call me tomorrow to set up another time?... Ah no, not tomorrow, I'm in Manchester. Can you call me on Wednesday - but not first thing. Make it after eleven. Any time after eleven. My number is 01223-506211. Thanks. Sorry about Thursday. Bye now.

{9}

My name is Lorella Lazzari and I'm a colleague of Mr Gardini. I'm phoning to confirm the arrangements for your visit to Milan. I'll call again tomorrow and speak to you then. If you need to contact me before then, it's Lorella Lazzari, that's LAZZARI, and my number is 2-738-2541.

{10}

A This is the voice mail system. The person you have called:

B John Crosby

A at extension

C eight two four one

A is not available. You may leave a message or transfer out of the phone mail system. To leave a message speak after the tone.

D Hi John. It's Rafeal. Could you give me a ring?

{11}

Receptionist: Life Clubs. How can I help?

George: Hi. This is George Lawrence. I'm calling from Washington. Could I speak to the Marketing Director, please?

Receptionist: I'm afraid he's in the meeting all day. Can I take a message, Mr Lawrence?

George: How about the Sales Director?

Receptionist: Hold the line, please... I'm sorry Mr Lawrence, but his line is busy. Can I help?

George: Well, I'm trying to arrange a visit to your company for an article. I'm writing on health clubs around the world.

Receptionist: In that case I'll put you through to our Public Relations Department. One second, please.

Marie-Claire: Public Relations. Marie-Claire speaking. How can I help?

{12}

1.	/ei/	A H J K
2.	/i:/	B C D E G P T V
3.	/e/	F L M N S X
4.	/ai/	I Y
5.	/əu:/	O
6.	/u:/	Q U W
7.	/a:/	R

A We say /zed/ in British English

B And we say /zi:/ in American English.

{13}

One

A Her name is Kate Hiskett.

B Hiskett?

A Yes, It's spelt HISKE double T.

{14}

Two

H Where's the exhibition?

G Ljubljana.

H Could you spell that, please?

G LJUBLJANA.

{15}

Three

C Their factory is in Gyor.

D Gyor?

C I can't pronounce it very well. It's spelt GYÖR. And there are two dots above the O.

{16}

Four

E When you go to Brazil, you must try a Caipirinha.

F A what?

E Caipirinha. It's a cocktail. It's spelt CAIPIRINHA.

{17}

Five

J How do you pronounce his name?

K I'm not sure.

J Spell it, then.

K It's DHANIN, new word, SERIBURI.

UNIT 3: MEETINGS

{18}

A The next item on the agenda is the new Spanish sales organization. As you know, we're going to open the new sales office in March and so we need to discuss recruitment.

Basically we have two alternatives. We can either take on new Spanish sales representatives and train them. Or we can teach our French sales reps Spanish and transfer them. Any views on this, Marcel?

B Yes. The important thing here is product knowledge, not language. The French sales staff have already got the product knowledge. They know how the company operates too. I think we should teach them Spanish and transfer them.

A How do you feel about that proposal, Carlos?

C I don't agree. It takes years to learn a language. But why don't we employ Spanish staff, and send them to France for technical training?

B No. It's a waste of time, if they can't speak French.

C What do you think, Nancy?

A I don't know. How long does it take to train a new rep, Marcel?

B It depends on the rep. Usually about a year.

A Mmm. That is a problem. But I think nationality is important here. It's a Spanish branch so I don't think we should employ French nationals. Now know you're not going to agree with me here, Marcel, but as I see it we have no choice...

{19}

A Right. Shall we move on to the next item on the agenda? This is a proposa to print a special catalogue for our multimedia products. What' everyone's reaction to this?

B It's a terrific idea. Right now they're all mixed up with everything else i the main catalogue. Nobody notices them.

C I agree. But how much is it going to cost? I'd like to see some figures.

A OK. So we need to work out the costs. Could you deal with that, Thierry?

B Sure.

A How soon can you prepare some figures? By Friday?

B Yes, OK.

A Excellent. We can discuss this again next Monday, then.

{20}

A OK. The next items is the sales office telephone lines. This is you proposal, Ulrike. Could you fill us in?

C Yes. At present the telephone lines shut down at six o'clock in th evening. Customers can't get through after that. I'd like to keep them ope until ten o'clock.

B Do you want to take on more sales staff then?

C Yes, just two or three people at first.

B Are we going to sell enough to cover the extra costs?

C I'd like to try and see.

A It's an interesting idea. Why don't we have a trial period?

B OK.

A Ulrike, can you take care of it?

C Yes, of course. I just need to do a mailshot to our customers and we can start next week.

A Good. Well I think we should review this in three months. Does everyone agree?

B Yes, that's fine.

C Yeah, great.

A Right then. Is there any other business or shall we break for lunch?

{21}

1. We are going to work...

We are going to work together in a joint venture.

2. We are going to sit...

We are going to sit down and start the meeting now.

3. We are going to have...

We are going to have a long discussion.

4. We are going to lock...

We are going to lock the door.

5. We are going to leave...

We are going to leave at five o'clock.

UNIT 4: COMPANY

{22}

We're a multinational company with a quarter of a million employees and there are over a hundred and twenty subsidiaries worldwide. The group has a turnover of thirty one thousand, six hundred and twenty six million ECUs and our holding or parent company is located in the Netherlands.

About half our sales are to the consumer market and half are to the professional and industrial markets. Altogether we manufacture and sell over a million different electrical products.

The group is also working in joint ventures with other partners. For example, we're expanding our activities in China at the moment, developing business ventures with the People's Republic.

{23}

We carry over 30 million passengers a year and we fly to 41 destinations in 25 foreign countries. We also provide a domestic service that has 48 routes and serves 20 cities.

Safety is our number one priority and at the moment we are installing 'FANS' in our aircraft - that is Future Aircraft Navigation Systems. These devices are improving communications and reducing air traffic congestion by making use of satellite links.

{24}

We have a turnover of over sixty-two billion dollars and there are two hundred and fifteen thousand employees worldwide. We manufacture and sell advanced information processing products and we're the market leader in micro electronics, data storage, communications and many other fields. It's the most exciting industry in the world and it's changing fast. And we're changing too. We're throwing out bureaucracy and developing a new company culture. We're introducing new systems that encourage speed, risk taking and personal leadership.

{25}

BICC plc is a large multinational with about forty thousand employees worldwide and a turnover of approximately four billion pounds. The group's main activities are construction and the manufacture of cables.

I'd like to tell you about the five different divisions in the group and I'll begin with Balfour Beatty. Balfour Beatty is Britain's leading construction company

with a turnover of around £1,700m. The company is famous for its work constructing motorways, buildings and of course, the channel tunnel.

The next division is BICC Cables. We are the largest manufacturer of fibre optic cables in Europe and we now own the Italian company, Ceat Cavi, CelCat in Portugal, part of CGC in Spain and KWO in the former East Germany.

BICC Cables is expanding fast in Asia too and it has a turnover of £1,183m.

Now I'll turn to BICC's overseas activities. There are three overseas divisions, Australasia, North America Cables and BICC Cables Asia Pacific. Australasia's principal activities are cables, piping and wholesaling and it has a turnover of £ 595m. North America Cables operates in the US and Canada and it's the market leader in medium voltage power cables. And finally, BICC Cables Asia-Pacific. Based in Singapore, this division is growing fast. It is responsible for the manufacture and marketing of the groups' cable products in the important Asia-Pacific region. It's our newest division so we haven't got turnover figures yet.

{26}

/s/	/z/	/iz/
mistake	employee	box
mistakes	employees	boxes
product	sale	package
products	sales	packages

{27}

1. puts
2. places
3. pays
4. purchases
5. sells
6. plans
7. services
8. arranges
9. recruits
10. manufactures
11. invoices
12. looks after
13. dispatches
14. organizes
15. deals with

{28}

This was designed in World War II by the United States Department of Agriculture. It was originally developed to protect soldiers from insects. Today's version contains no CFC gases and is designed to be environmentally- friendly. A famous user is James Bond. He uses one to make a flame thrower in the movie *Live and Let Die*.

{29}

Originally these were circular. They were first used in the early 1960s to identify railroad cars and keep efficient records of stock in warehouses. Now supermarkets use rectangular versions for point-of-sale stocktaking. Some people say they are the sign of the devil. They point out that the two thin lines at both ends and in the centre are a way of representing the number six. So every product in every store contains the numbers 666 in code.

{30}

These were invented in 1963 by Ermel Freize, a metals expert, after a family picnic. It was a very hot day and there were lots of cold drinks around, but no can opener. Ermel was determined to find a solution to the problem. And this is it. It tears a strip of metal from the can and leaves a hole to drink from. There was a litter problem with the original pull-off type and there were a lot of complaints, but now we use a push-in type.

{31}

Originally they were designed to entertain the employed in Chicago in the Depression years of the 1930s. The first machines weren't very sophisticated and it wasn't a very interesting game to play by modern standards, but it was only a penny a try. A famous user today is Andrew Lionyd Webber, the composer of musicals, such as Phantom of the Opera and Cats. He uses on to help him relax.

{32}

The first version in the 1950s, wasn't remote. It was connected to the television by a wire. So there was a wire across the user's living room floor and it wasn't very safe. The early models weren't very popular and were replaced by ultra sound models in the early 1970s. These were fine for humans, but weren't popular with dogs and cats. Today we use infra-red versions to change channels.

{33}

Good morning, everyone. Today I'd like to introduce you to the new product in the range next season - a new version of the aerobic cycle - the AC5.

As you know, the previous model, the AC4, was very successful last year. It's popular with sports centres and commercial users, but it doesn't sell well in the domestic sector of the market.

The AC5, on the other hand, is designed for the domestic user. It's lightweight, only eleven kilograms, so it's easy to pick up and carry about. It's only 38cm wide and 65cm long, but it has the same high stability as all our other aerobic cycles.

It has most of the usual features too: modern design, comfortable padded handlebar grips, and safety footstraps. It comes with a liquid crystal display meter, to measure speed and distance. The handlebars move from 75 to 102cm and the seat is height adjustable. So the AC5 is suitable for every member of the family.

But the special feature of the AC5 is that it's collapsible. When not in use, it folds up for easy storage. This will be a strong selling point in the domestic market.

{34}

1. write
2. meet
3. would
4. no
5. hear
6. two
7. four
8. there
9. buy

{35}

a. A The semi- conductors are manufactured here. Come and look through the window.

B What are they all wearing?

A What's a clean room? Everyone is covered from head to toe.

B To stop dirt getting on the components?

A Yes, dust and dirt. I'm afraid we can't go in.

B That's OK.

{36}

b. A Have you ever seen an assembly line where the cars are put together?

B Yes?

A Well this is the dis-assembly line.

B Dis-assembly?

A Yeah. It's the place where the cars are taken apart.

B But why?

A To learn about recycling. We've been studying how to reuse the parts.

{37}

c. A Who is that?

B Reg Parks. He works in the maintenance department.

A Is he turning it?

B No. He likes to come in here in his lunch breaks and play the pianos. He couldn't play a note when he started working here. He's quite good now.

A How long has he been here then?

B Since last year, I think.

{38}

d. A The testing is done in here.

B That's amazing. Do these people do this all day?

A Yes. They are paid $5 an hour. We don't employ them directly. They are supplied by a local employment agency, but some of them have been coming here for.

B How far do they walk?

A About 14 miles a days. 20,000 steps is the same as several years of carpet wear.

{39}

e. A What's happening?

B It's an exercise session. We have them every morning.

A How long have you been doing this?

B For the last four years. Before that the employees used to get a lot of injuries, back problems mostly, from all the heavy lifting they have to do. Now everyone is taught lifting techniques.

A Does it work?

B Yes. No one has had back problems since we started.

{40}

This is the body construction plant, where the process starts. First the chassis are constructed. Then the car bodies. After that the doors are hung. If you come over here, you can see the new door-hanging equipment in operation. Electronic sensors are used to position the doors accurately.

The next stage in the process is treatment and painting. Would you like to follow me into the paint plant?

The painting process is rather interesting. Each car is electrically charged so it attracts the paint like a magnet. This gives a better finish and reduces waste. Shall we move on?

This is the final assembly area. The next step is to fit the car windows and the windscreen.

The cars are now ready for the mechanical components. The engine, the gear box, and the suspension units are fitted here. The, after that, the wheels are fitted. Over there you can see our new rolling road test equipment. A sophisticated computer programme is used to test the brakes.

And here, outside the plant, is the evaluation track. Every new car is driven round this track before the final quality checks. It's about one kilometer long and it's designed to test the car over a lot of different road conditions.

{41}

1. car	track	plant	last
2. step	eight	brakes	paint
3. wheel	each	test	me
4. door	bought	for	post
5. hung	come	one	worst
6. new	move	look	you

{42}

We don't keep stocks of the finished bumpers. We operate a 'just in time' system. First, we receive the order and we feed it into the computer. The computer arranges the production schedule. Next, a conveyor belt takes the raw materials to the factory floor where we manufacture the bumpers. We test the bumpers before we pack them in crates. Finally, we load them into lorries and we deliver them to the customers. The whole process only takes nine hours from start to finish.

UNIT 7: BUSINESS TRAVELS

{43}

A Is there a problem?

B Yes. I'm sorry, but your US entry visa has expired.

A Can I get one in New York?

B No. You have to apply from outside the USA.

A So I can't get on this flight?

B I'm afraid not. If we take you to New York, the immigration authorities won't let you in.

{44}

A I got in from Toronto late and I've missed my connection to Newcastle.
B If there's space, you can have a seat on the next flight.
A Good, but I mustn't be in the smoking section. I'm allergic to smoke.
B That's all right.
A What about my luggage?
B You don't have to do anything about that. We'll transfer it to the plane for you.
A Thanks.

{45}

A I'm afraid it's overbooked.
B But I booked last week.
A I'm very sorry.
B Look. I must be in Paris by ten. If there's a seat in economy, give me that.
A I'm afraid the whole plane's full. The next flight doesn't arrive at 9.35. Is that too late?
B No, it's all right.
A I'll see if there's a seat.
B What happens if there isn't?
A Don't worry. We'll get you a seat with another airline if we have to.

{46}

1. If you like, we can write...
   If you like, we can write a letter to the shareholders.
2. If the prize...
   If the prize is a bottle of champagne, I'll share it with you.
3. If you change your class...
   If you change your class, you can have some of this wine.
4. If you want a view...
   If you want a view of the sea, we'll change your room.
5. If we pack...
   If we pack our suitcases now, we'll be ready to leave straight away.

{47}

A What are the figures like?

B Well... sales are about the same as last year. The biggest sector of thi market is ice-cream and we've sold less than last year.

A That's bad news.

B Yes, but the more unusual flavours are doing well. We've sold mor premium brands but fewer standard.

A What about multi-packs? How are they doing?

B They aren't as popular as they were. But look at the figures for yoghurt.

A Hey, they're good!

{48}

A How do these figures compare with last year's?

B People are eating less meat so sales are down there.

A Do we know why?

B The market is getting smaller. It's part of a general trend towar healthier diets.

A Are we selling more vegetables?

B Yes, but the fastest growing sector here is pizzas. They're sixteen perce up on last year.

{49}

B This is another fast growth market but it's more mature than pizza We're offering a much wider range and consumers are becoming mo adventurous. Almost half our sales are international recipes now; Italia Chinese, Indian.

A What about curries?

B Yes, spicy dishes like curries are doing well. But the market's becomi more competitive and the manufacturers have had to reduce their price

A Are we getting lower margins on these products now?

B Yes, slightly.

{50}

psychologist	bureaucratic	operator	dangerous	
procedure	redundancies	creative	personnel	engineer
satisfaction	retailer	unemployed	environment	
advertising	assistant	occupation	consumer	economist

{51}

1. Here in Japan, we live in very small apartments. The average living area is just thirty-one square metres per person. And it's particularly expensive to live in Tokyo. The average rent here is higher than in New York and Paris.
2. As you know, the USA is a very big country. Space is very important for us. The average American has a living area of fifty-nine square metres. And prices are not always high, even in big city. Renting an apartment in New York, for example, is cheaper than in Tokyo or Paris.
3. I've live in Tokyo and New York, but now I live in Paris. Flats in Paris are more expensive than in New York, but cheaper than in Tokyo. And we have more space than in Japan. In France our average living area is thirty-seven square metres per person.

UNIT 9: DEALING WITH PROBLEMS

{52}

A I'm afraid we've got a problem.

B What's that?

A I've locked the keys in the car.

B Oh no!

A What time does Mr Lee's flight arrive?

B Three o'clock. I've said we'll be at the airport to meet him. Can you break into it?

A I would set off the alarm.

B Is there a spare set of keys?

A Yes, but they're back at the office.

B We could phone and ask someone to bring them. Let's see. It's a fifty-minute drive. If they left now, they'd be here by two.

A That's too late. We wouldn't get to the airport in time.

B OK. Let's think about this.

A I know. We could call the police. They might be able to open it.

B But they might not. It'd be risky.

A Supposing you took a taxi to the airport. It'd mean one of us would be there to meet him.

B And you could wait here for someone to bring the spare keys, then come and pick us up later.

A Yes.

B OK then. I'll call a taxi. Can I use your mobile phone?

A Ah!

B What's the matter?

A It's in the car.

{53}

1. We can't get the staff we need.
2. Our suppliers are charging us a fortune.
3. Everything's going up - rent, heat, light, salaries...
4. Our agents never get it right. Either they order too many or they order too few.
5. They're not interested in the work. They don't care whether they do a gooc job or not.
6. Our stocks are getting bigger and bigger.
7. If the management told us what they wanted, we'd know what to aim at.
8. The market's getting smaller day by day.

{54}

A We need better information about the market and we'd like your help.

B What did you have in mind?

A We'd like you to send us your sales statistics every week instead of ever month.

B That's rather difficult. It takes a long time to compile those statistics.

A I know, but they're very important.

B If we sent you the statistics every week, would you pay your costs?

A Could you be more specific?

B Would you pay for an extra day's secretarial help?

A It might be possible. One day, you say?

B Yes.

A OK. We could accept that.

{55}

B We didn't expect these sales targets to be so high.

A They're based on last year's sales. We followed the standard formula.

B But last year's sales were unusually high. We had a large order from the Ministry of Defence.

A Supposing you subtracted that order from last year's figures. You could set a target based on...

B No. I'm sorry. We couldn't accept that. The targets must be based on the total figure. It's company policy. We always insist on this.

{56}

A Is that everything?

B Yes, I think so.

A Could we go through it again and check what we've agreed?

B Yes, of course.

A Right. You're going to send us your sales figures every week.

B That's right. And you are going to pay for four days' secretarial help each month.

A No. We agreed to pay for one day.

B But you said you wanted the figures every week.

A But it won't take you four days to prepare them.

{57}

1. I didn't say we would pay you five hundred pounds.
2. I didn't say we would pay you five hundred pounds.
3. I didn't say we would pay you five hundred pounds.
4. I didn't say we would pay you five hundred pounds.
5. I didn't say we would pay you five hundred pounds.
6. I didn't say we would pay you five hundred pounds.
7. I didn't say we would pay you five hundred pounds.

UNIT 10: DEVELOPMENTS

{58}

A This graph shows the sales results for last year. Can everybody see it OK? Good. Perhaps you could run through the figures for us, Lester?

B Yes, of course. Er... as you can see, we had a quiet start to the year. Sales remained steady at 6,000 units in January and February.

C When did the Spring sales campaign begin?

B In March. You can see that sales increased slightly to 7,000 then and they went up by another 1,000 units in April to stand at 8,000 units.

C Why did we have that trough in June?

B Ah, that was due to increased competition. Our competitors launched a riva product in May and sales fell to 5,000 units. They decreased by anothe thousand units in June. But we increased our discounts to the wholesaler and sales rose steadily, back to 5,000 units in July and then 6,000 units i August. The dramatic rise came in the next two months. Sales increase from 10,000 units in September to 13,000 units in October.

A Was that because of the Christmas orders?

B That's right. And sales went down by 6,000 units in November when th Christmas order stopped. They stayed 7,000 until the end of the year. Er. Are there any questions?

C Yes. How do these figures compare with the previous year's?

B Very well. I've got last year's graph here. Er... You can see that there was a slight improvement in January and February...

{59}

1. write	5. listen	9. half
2. know	6. high	10. scientist
3. answer	7. sign	11. chemist
4. receipt	8. business	12. psychiatrist

ANSWER KEY

UNIT 1: MEETING PEOPLE

Presentation

III. Picture B

Picture C

Picture A

Listening

I. 3 - 7 - 2 - 4 - 6 - 1 - 5

II. It's the evening

Bob and Liz work together

Luigi is in the chemicals business

Speaking

IV.

	6 a.m - noon	noon - 6 p.m	after 6 p.m
Greeting	*Good morning*	*Good afternoon*	*Good evening*
Parting	*Good bye*	*Good bye*	*Good bye* or *Good night*

Reading

I.

1. from
2. of
3. loves
4. He
5. cars
6. because
7. is
8. at
9. hates
10. wears

II. 1. F - It reports Japanese news stories in English.
2. F - It reports news stories from Japanese newspaper and magazines.
3. T
4. F - We are not told how many people read it.

Language study

V. 1. in 2. for 3. a 4. for 5. in 6. an

Pronunciation

I. a. construction
b. engineer
c. headquarters
d. financial
e. European
f. responsible
g. responsibilities
h. nationality

Writing

III. 2. IBM
3. Madrid
4. Nanni
5. translator
6. Japanese
7. 30

UNIT 2: ON THE PHONE

Presentation

I.

First conversation

Name:	Jose Rosales
Company:	EVP
Fax:	430 6687
Area of Interest:	BZ 11
Action necessary:	send quote

Second conversation

Contact name:	Christophe Terrien
Company:	RGF

Quality:	6 units
Ref. No. :	76905 A/K
Order received:	by phone

II. a. Because the lines are busy.

b. She promises to work out the price and fax a quotation through immediately.

c. Do you have them in stock?

d. Confirm the order in writing.

III. 1f	6d
2i	7b
3a	8j
4g	9e
5c	10h

Listening

I. 1. London

2. Page number 091 551 804

II. *Mistakes are:*

1. Terry ***not*** Jerry
2. 506211 ***not*** 50621
3. Thursday's ***not*** Tuesday's meeting
4. Call him Wednesday after 11 ***not*** tomorrow

III. 1. from Lorella Lazzari (spelling of Lorella might differ but surname should be correctly spelt)

2. 2-738-2541

3. She is confirming the arrangements for your visit to Milan. She will call again tomorrow.

IV. John Crosby Ext.8241

Reading

II. 1. A and B are bank robbers. They are discussing the timing of the bank robbery and the vehicles they will use.

2. A is a secretary, Mary and B is her boss. The boss is trying to avoic

speaking to an unwelcome caller, but finally agrees to take the call.

3. A is a recorded message on an answering machine, B is a caller.
4. A and B are lover. They're talking on the phone when B's boss walks past. B then quickly pretends to be talking to a customer/ client.
5. A (Jane) is calling B from a phone box. Before Jane can give her number (so that B can call her back), the call is cut off because her phone card has run out.
6. B (Mr Brown) is talking to his lawyer, about fees. At first Mr Brown misunderstands, and thinks the fees are £14,000 but then he realizes that A has actually said £40,000, much more than Mr Brown had expected.

Language study

II. 1. Could I speak to
2. I'd like to speak to/ speaking
3. Extension ? Is that / It is

III. 1. I'll come back later.
2. I'll order some.
3. I'll hire a translator.
4. I'll find another supplier.
5. I'll give you a lift.
6. I'll send them a fax.
7. I'll get a glass of water

V. 1c 2d 3e 4a 5b

Pronunciation

III. 1. HISKETTE
2. LJUBLJANA
3. GYOR
4. CAIPIRINHA
5. DHANIN SEREBURI

Vocabulary

I. a. Could you speak up/ louder please?
b. Could you repeat that please?

c. Could you speak more slowly/ slow down please?

d. Could you spell that please?

e. Could you transfer me to the Marketing Department?

V. 1. Can I use your photocopier?

2. Could I smoke in here?

3. Can I look at your copy of the annual report, please?

4. Could I copy a file from your computer?

5. Could/ May I borrow your copy of the *Times?*

6. Could / May I borrow your pen?

7. Could/May I open the windows?

VI. 1. C	2. S	3. S	4. C	5. C
6. S	7. C	8. C	9. S	10. C

Writing

II. Letter 1

1. With reference to...
2. I'm writing to apologize...
3. Unfortunately...
4. I am enclosing
5. Please contact us again if we can help in any way.
6. Yours sincerely...

Letter 2

1. Thank you for...
2. I'm writing...
3. I would be delighted to...
4. Could you possibly...
5. I look forward to hearing from you soon...
6. Best wishes...

UNIT 3: MEETINGS

Presentation

I

Alternatives	Marcel	Carlos	Nancy
recruit new Spanish Sales reps	A	F	F
transfer French Sales reps	F	A	A

II. 1. train them
2. transfer them
3. the product knowledge
4. years to learn a language
5. train a new sales rep
6. branch
7. nationals

III. 1f 2j 3c 4h 5d 6i 7a 8b 9k 10g 11e

Listening

I. Proposal: Special catalogue for multimedia products
Action plan: work out costs
Person responsible: Thierry
Review date: next Monday

II. Proposal: keep sales office telephone lines open until 10 p.m
Action plan: take on more sales staff
Person responsible: Ulrike
Review date: 3 months time

III. 1. work out
2. deal with
3. fill us in
4.get through
5. take on
6. take care of

Reading

I. 1. alternatives
2. agenda
5. proposal
6. views
9. meetings
10. waste

3. should
4. opinion
7. people
8. Italian

II. 1. The MD is going to ask for a bank loan.
2. She is going to ask for the bill.
3. Corvert plc is going to take over Transpo plc.
4. He is going to go home.
5. They are going to discuss cutting their prices too.

Language study

I. 1. replace it
2. increase promotion budget
3. (not) use him any more
4. sign a individual contract
5. try to cut down expenditure
6. ask reducing sales
7. increare adrertising & marktin
8. build a new one
9. not cut by so much
10. send him a warning letter

Pronunciation

I. 1. work
2. sit
3. have
4. lock
5. leave

Pronunciation

Vocabulary

I. 1. D 2. A 3. D 4. D 5. A

II. 1. round
2. up
3. into
4. forward
5. out
6. through

UNIT 4: COMPANY

Presentation

IV. 1. F
2. F
3. T
4. T
5. T

Listening

1. Four billion pounds
2. Construction
3. fibre optic
4. £1,183
5. £595m
6. North America
7. Asia-Pacific

Reading

II

Organization/ Structure:	1, 3, 10
Location/ Distribution:	5, 11
Products:	2, 4, 6, 9, 14
Sales:	8, 13
Future plans:	7, 12

Pronunciation

Language study

III. ***Possible sentences***

It's dark.

There's a map.

There are some photographs.

It isn't similar to my office.

There isn't a window.

There aren't any plants.

II. The following words are pronounced with /iz/: *places, purchases, services, arranges, invoices, dispatches, organizes.*

Vocabulary

V.
a. production
b. advertising
c. distribution
d. maintenance
e. sales
f. marketing
g. buying
h. training
i. personnel
j. packing
k. customer accounts
l. after-sales service
m. wages and salaries
n. quality
o. financial services

Speaking

III. 1. is developing
2. are staying
3. is waiting
4. are building
5. am calling
6. are getting
7. is going
8. is spending

UNIT 5: PRODUCTS - SERVICES

Presentation

II. 1. ring-pull opener
2. remote control
3. aerosol can
4. pinball machine
5. barcode

III. 1. was
2. by
3. was
4. from
5. is
6. was
7. make

VI. 1. F
2. T
3. F
4. T
5. T

VII. 1. wasn't
2. was
3. was
4. wasn't
5. weren't
6. were
7. were
8. weren't

Listening

II.1

Padded handlebar grips
Pull push handle bars

Adjustable seat

Liquid crystal speed and distance meter

safe footstraps

II.2

Length: 65cm

Width: 38cm

Height: 75 - 102cm

Weight: 11 kilos

II.3.

1. last year
2. sports centres
3. the domestic sector of the market
4. the domestic user
5. every member of the family
6. collapsible

II. 4.

1.b	4.e	7.g
2.d	5.f	
3.c	6.a	

Language study

IV. 1. interesting

2. interested

3. interesting

4. interesting

5. interested

Pronunciation

1. write/right
2. meet/ meat
3. wood/ would
4. know/ no
5. here/ hear
6. two/ to/ too
7. four/ for
8. there/ their/ they're
9. bye/ buy/ by

Vocabulary

II.

lorry	_ a drawing, because it's concrete
inefficient	≠ efficient
component	_ translation, because it's difficult to explain
weight	explanation
reliable	example sentence, because of collocation

IV.

to make	money friends a profit a loss an enquiry a telephone
to update to deliver to package to buy to advertise to improve	a product

V.

Construction materials	plastic, steel, rubber, paper
Market sector	domestic, commercial
Dimensions	length, width, etc.
Shape	circular, square, etc.
Design	sophisticated, advanced
Selling points	easy maintenance

Speaking

IV. They will need two trailers which cost £3,500.

Writing

I. 1. How deep is it?
2. How wide is it?
3. How high is it?
4. How much does it weigh? / How heavy is it?
5. How much does it cost?

UNIT 6: VISITING A COMPANY

Presentation

Listening

I. 1. Constructing the chassis
2. Constructing the car body
3. Hanging the doors
4. Painting the body
5. Fitting the windscreen
6. Fitting the mechanical components
7. Fitting the wheels
8. Testing the brakes
9. Testing the car on the track

Reading

III. First Next/ Then Then/ Next Finally

Pronunciation

1. track
2. step
3. test
4. post
5. worst
6. look

Language study

IV. 1. for
2. for
3. since
4. for
7. for
8. since
9. for
10. since

5. since 11. since
6. since 12. since

V. 1. is advertised 6. shortlisted (don't repeat are)
2. are sorted 7. are analysed
3. are discarded 8. are interviewed
4. are 9. is made
5. interviewed

VI. first when next after that finally

VII. 4 - 8 - 2 - 9 - 7 - 1 - 3 - 5 - 6

VIII.

Possible answer:

First an order is received and fed into the computer. Then the productio schedule is arranged. Next the raw materials are taken to the factor floor where the bumpers are manufactured. The bumpers are teste before they are packed in crates. Finally, they are loaded into lorries an delivered to the customers.

Vocabulary

I. 1. make 7. make
2. do 8. do
3. make 9. make
4. make 10. do
5. do 11. make
6. make 12. do

Writing

I. Prompt them with the verbs:

1. We advise... 5. We service...
2. We inspect... 6. We provide...
3. We arrange... 7. We deal...
4. We replace... 8. We record...

II. 1. Every vehicle is inspected before delivery.
2. Signwriting is arranged.

3. Tyres, batteries, and exhausts are replaced.
4. The vehicles are serviced at any time of the day or night.
5. A 24-hour recovery service is provided.
6. All the paperwork is dealt with.
7. The service history of our customers' fleets is recorded on our computer.

III. 1. Anzec has been based in Bristol for six years.
2. It has had sales office in London for five years.
3. Anzec has been a public limited company for four years.
4. Anzec has owned a stake in Dower Enterprises for three years.
5. Anzec has been suffering from the recession for two years.
6. The company has been operating a TQM control system for a years.

IV. 1. Coffee beans are collected by the farmers.
2. The beans are dried in the sun.
3. The beans are roasted in ovens.
4. The beans are sorted by workers.
5. Bags are packed by machine.
6. Bags are transported to market by sea.

UNIT 7: BUSINESS TRAVELS

Presentation

II. a. US entry visa has expired, New York
b. Missed connection, Newcastle
c. Flight overbooked, Paris

III.

1. a. Can I get one in New York?
b. I'm afraid not. If we take you to New York the immigration authorities won't let you in.
c. Is there a problem?
a. No. You have to apply from outside the USA.

b. So I can't get on this flight?

c. Yes, I'm sorry, but your US entry visa has expired.

2. a. Good, but I mustn't be in the smoking section. I'm allergic to smoke.

b. I got in from Toronto late and I've missed my connection to Newcastle.

c. If there's space, you can have a seat on the next flight.

d. Thanks.

e. That's all right.

f. What about my luggage?

g. You don't have to do anything about that. We'll transfer it to the plane for you.

Listening

I. 1. Can I

2. you have to

3. I can't

II.

She mustn't sit in the smoking section because she's allergic to smoke.

She doesn't have to do anything about her luggage because the airline will transfer it to the plane for her.

III. 1. give me that

2. there's a seat

3. there isn't?

4. we have to

Reading

II.	1. T	4. F
	2. F	5. F
	3. F	6. F

III.	1. Greek	it's a nationality/ language not a country
	2. cow	it's an animal not a dairy product
	3. plate	it's a piece of cutlery not a piece of crockery
	4. beer	it's alcoholic
	5. late	it's not a kind of milk

6. pig	it's an animal not a meat
7. if	it's not a preposition
8. consume	it's a regular verb, the others are all irregular
9. strong	it does not collocate with 'meal'
10. problem	it's not something you are aiming at.

Language study

I. 1. We mustn't upset them in any way.
2. You mustn't forget your licence.
3. You don't have to pay cash.
4. We mustn't make any mistakes.
5. We don't have to order it straight away.
6. You don't have to be back until Monday.
7. We mustn't offer $7,000.
8. You don't have to employ a translator.

II.

1. takes	7. is late	13. won't be
2. will leave	8. will wait	14. will understand
3. will get	9. gets	15. happens
4. aren't	10. will start	16. doesn't arrive
5. doesn't improve	11. lands	17. will find out
6. will be	12. is	

Pronunciation

I.

1. write	4. view
2. prize	5. pack
3. glass	

Vocabulary

III.

1. airports	5. planes	9. cards
2. baggage	6. trains	10. passenger
3. passports	7. flights	
4. customs	8. tickets	

Speaking

I.
- the timetabling
- the library system
- the security system
- the self-access centre
- the canteen
- the student car parking
- the syllabus

Writing

I.

1f	4c	7e
2i	5d	8a
3g	6h	9b

II.
1. economic class
2. long-haul flight
3. check-in desk
4. boarding card
5. hand luggage
6. departure lounge
7. duty-free shop
8. travel agent
9. American Express

III.

1c	4i	7b	10f
2l	5h	8d	11e
3k	6a	9j	12g

V.
1. must/ have to
2. can
3. mustn't
4. must/ have to
5. don't have to
6. can not/ can't

UNIT 8: COMPARING INFORMATION

Presentation

I. A _ a pie chart, frozen foods
B _ graph, desserts
C _ table, ready meals

II. d. bar graph (B)
e. table (C)
f. pie chart (A)

III. 1. F
2. F
3. T
4. T

IV. 1. it's part of a general trend towards healthier diets.
2. Pizzas

V. 1. more mature, much wider, more adventurous
2. more competitive, lower

Listening

II.

Country	Average living area	Average rent
1. Japan	31m2	higher
2. USA	59m2	cheaper
3. France	37m2	more expensive/ cheaper

III. 2. the smallest
3. the cheapest
4. the most expensive

Reading

I.

1. jump	5. followed
2. research	6. levels
3. psychologists	7. office
4. complaints	8. machines

II. They researched attitudes to travelling.

They did it to show that teleconferencing (which does not require travelling) is better.

III. meeting away

checking in

waiting for a flight to take off

IV and V: ***Possible answers***

broker	dentist
banker	psychiatrist
teacher	typist
lawyer	economist
barrister	journalist
reporter	artist

Language study

III. 2. He is the second richest person in the world.

1. It is the third largest industrial corporation in the world.
2. He is the fourth wealthiest person in the world.

Pronunciation

I.

● • •	retailer, dangerous
• ● •	assistant, creative, procedure, consumer
• • ●	engineer, personnel, unemployed
● • • •	operator, advertising
• ● • •	psychologist, environment, redundancies, economist
• • ● •	occupation, satisfaction, bureaucratic

Vocabulary

I. 1. training officer
2. laboratory technician
3. managing director
4. quality control manager
5. sales representative
6. personal assistant
7. purchasing manager

Speaking

V.

1. Russia
2. Japan
3. Thailand
4. the highest
5. the lowest
6. less
7. than
8. more
9. than
10. Tokyo
11. Singapore
12. Milan
13. the most
14. the least
15. more than
16. less than
17. France
18. Sweden
19. Switzerland
20. than
21. the fewest
22. the most
23. more
24. than
25. more
26. than

Writing

I. 1. Norway is the most expensive to live in.
2. Poland is the cheapest to live in.
3. Poland has the highest corporate tax rate.
4. Norway has the lowest corporate tax rate.
5. Norway has the best/ highest literacy rate.
6. Mexico has the worst/ lowest literacy rate.

UNIT 9: DEALING WITH PROBLEMS

Presentation

III.

Problem	Possible solutions	Consequences
keys locked in car and must get to the airport quickly	break in	would set off the alarm
	phone for spare set of keys	would be late/ wouldn't arrive at airport on time
	call police for help	they might not be able to open it
	one person takes taxi to airport other stays with car	one person would be there to meet client at airport

IV. 1. They could break into the car. But if they did that, they would set off the alarm.

2. They could phone for spare set of keys from the office. If they did that the police might not be able to open the car door.

3. One person could take a taxi to the airport whilst the other stays with the car. If they did that then one person would be at the airport on time to meet the client.

V.

1. would
2. could
3. left
4. be
5. wouldn't
6. could
7. might
8. not
9. Supposing
10. mean
11. would

Listening

I. 1d 2e 3c 4h 5b 6a 7f 8g

II.

	Part 1	Part 2	Part 3
The subject of discussion	Sales statistics	sales targets	what they've agreed
What the head office wants	Sales statistics every week	targets based on last year's sale figures	to pay for one day's help per month
What the sales office wants	an extra day's secretarial help	lower targets	four days' help a month
Do they agree on a compromise?	Yes	No	No

The Sales Office thought the Head Office meant they would pay for 4 days a month because it takes one person one day each week to compile them. Head Office thought they only needed one day's work a month.

IV. 1. They base the calculations of the sales targets on last year's sales.

2. They had a large order from the Ministry of Defence, which was unusual.

3. 'It's company policy. We always insist on this'.

V. Could we go through it again and check what we've agreed?

You're going to send us your sales figures every week.

And you are going to pay for four days' secretarial help each month.

No, we agreed to pay for one day.

Reading

I. Diana ordered 350 champagne glasses for a conference starting the next day, and a lot of them have arrived broken. Diana wants Ms Geraldo to send some replacement glasses today.

Pronunciation

I. 1. I didn't say we would pay you five hundred pounds.

2. I didn't say we would pay you five hundred pounds.

3. I didn't say we would pay you five hundred pounds.

4. I didn't say we would pay you five hundred pounds.

5. I didn't say we would pay you five hundred pounds.

6. I didn't say we would pay you five hundred pounds.
7. I didn't say we would pay you five hundred pounds.

II. 1d 2f 3c 4b 5g 6a 7e

Vocabulary

I.

1. mind
2. agreed
3. might
4. through
5. alternatives
6. discount
7. compares
8. accept
9. increase
10. negotiate

Writing

I. 1. If we employed untrained staff, it would enable us to reduce our wage bill.
2. If we didn't check the invoices, we wouldn't pay them quickly.
3. If we kept larger stocks, we wouldn't run out of any lines.
4. If we didn't update our computer system, it would save a lot of money.
5. If we employed more people, we wouldn't have to work so hard.

II. 1h 2kg 3c 4a 5g 6i 7j 8b 9e 10e 11d 12f

UNIT 10: DEVELOPMENTS

Presentation

II.

1. at
2. from/ to
3. by
4. to
5. from/ to
6. by
7. at

III.

1. in (invest in)
2. on (spend on)
3. on (waste on)
4. form (make from)
5. on (save on)
6. to (give to)
7. from (borrow from)
8. to (own to)

Reading

II. 4 7 1 6 3 2 5

IV. ***Possible questions to ask***

1. Who was Asa Candler?
2. When did the first bottling plant open?
3. Why did sales dramatically rise in 1892?
4. Where was Asa Candler from?
5. What did Asa Candler do to promote Coca-Cola?

How much was a glass of Coke in 1886?

Listening

II. 1. The Spring sales campaign began.

2. Their competitors launched a rival product.
3. They increased their discounts to the wholesales.
4. They received the Christmas orders.
5. Christmas orders stopped.

Language study

III.

VERB *(action)*	NOUN *(thing)*
to rise	a rise
to fall	a fall
to increase	an increase
to decrease	a decrease
to improve	an improvement
to recover	a recovery
ADJECTIVE *(describes a noun)*	ADVERB *(describes a verb)*
slight	slightly
sharp	sharply
dramatic	dramatically
steady	steadily

1. dramatic
2. sharp
3. slight
4. steady

IV. 1. slight
2. sharp
3. dramatic
4. steady

V. 1. dramatically
2. steadily
3. sharply
4. slightly

VI. 1. steadily
2. dramatic
3. sharply
4. slight
5. sharp
6. slightly
7. dramatically
8. steady

Pronunciation

5. write
6. know
7. answer
8. receipt
9. listen
10. high
11. sign
12. business
13. half
14. scientist
15. chemist
16. psychiatrist

Vocabulary

IV. 1. F (only one)
2. T
3. F (four regions)
4. F (rose by 1%)
5. T
6. F (increased)

V. 1. fell/ decreased/ went down; fall/ do down/ decrease
2. remained stable
3. remained stable; went up/ increased/ rose
4. rose/ increased/ went up

Speaking

III. 2. October

3. August

4. September

5. November

6. October

Writing

II. 1. led to/ resulted in

2. resulted from/ were due to

3. led to/ resulted in

4. resulted from/ was due to

5. led to/ resulted in

6. resulted from/ were due to

7. led to/ resulted in

8. resulted from/ was due to

9. was due to/resulted/from

10. resulted/in/led to

WORKBOOK

UNIT 1: MEETING PEOPLE

I. You are talking to someone at a conference. Make questior about the words in *italics* in their answers like this:

1. A: What's your name?
   B: My name's *Lee*.
2. A: .....
   B: I'm *an engineer*.
3. A: .....
   B: I work for *Nokia*.
4. A: .....
   B: I'm from *Rome*.
5. A: .....
   B: I live in *Paris*.

II. Match a phrase in column A to a phrase in column B like this:

A	B
1. How are things?	a. How do you do?
2. Do you know John Thomas?	b. Fine, thanks.
3. Pleased to meet you.	c. And I'm Paolo.
4. Please call me, Dave.	d. No, I don't think we've met before.
5. Have you met Rosa Barea?	e. Yes, I have. Good to see you again, Rosa

III. Put these sentences in the correct order to form a conversation.

- ☐ How are things at your office?
- ☐ Hello, Michael, I'm fine thanks.
  How are you?
- ☐ Yes, thanks, although it was a little rough.
- ☐ Hello, Andrea. How are you?
- ☐ We've been really busy, I think we're going to have a very good year!
- ☐ Not too bad. Did you have a good flight?

IV. Complete the dialogue by putting the verbs into the correct form.

BRIAN: I need to speak to Gina about this new publicity brochure. *Do you know* (you/ know) where she is?

DIANA: She.....(not/ work) on Fridays. She only..... (have) a part-time job now.

BRIAN: Right. When..... (she/ come) to the office?

DIANA: Well, she.....(come) in from Monday to Thursday, but she..... (not/ stay) all day. She usually..... (start) at 9.00 and..... (go) home at about 2.15.

V. Complete the conversations with a suitable word or phrase.

1 JON: Hello. Pietro. It's nice to see you again. How.....?

PIETRO: Fine thanks, and you?

JON: .....

2 BERNDT: Luigi,..... introduce you to Lisa Parks? Luigi,..... Lisa.

LUIGI: How.....?

LISA: Nice.....

BERNDT: Lisa works in our Plastics Division. She's in..... of Research.

3 SECRETARY: Good morning. Can I.....?

VISITOR: Yes, my name is Jorge Castano and I..... an appointment to see Miss Fenton at eleven o'clock.

SECRETARY: Please take a seat Mr Castano and.....you're here.

I. Listen to some more voice mail instructions. What number do you need to press to

f. replay a message?
g. continue recording a message?
h. delete a message?
i. speak to an operator?
j. transfer out of the voice mail system?

II. Put these phrases into two groups

Could you...?	Can I...?
Would you...?	May I...?
Can you...?	Could I...?

asking other people to do things	asking if it's OK to do things

III. Use the phrases above in sentences below.

Example:

What would you say to a customer if you wanted to use their phone?

May I use your phone?

What would you say:

1. to ask a friend to tell you the time?

.....

2. to a colleague if you wanted to smoke in their office?

.....

3. if you wanted a friend to give you a lift to the station?

.....

4. if you wanted to borrow your boss's copy of the production plan?

.....

5. if you wanted to copy a file from a colleague's computer?

.....

6. if you wanted a colleague to lend you a book?

.....

IV. Match these comments to their replies

1. Sorry, could you spell that?	a. Yes, it's 1289 358 4897
2. Could I speak to Mrs Fenton, please?	b. That's OK. I'll hold.
3. Could you take a message?	c. I'll call back next week, then.
4. I'm afraid the line's busy at the moment.	d. Speaking
5. I'm sorry but he's away this week.	e. Yes of course. I'll get a pen.
6. Could you repeat that?	f. Yes, it's M-E-E-U-W-S

V. Complete these conversations. Use one word in each space

1 Pierre: Customer services, good afternoon.
Lee: I'd..... to speak to Mrs Scott, please.
Pierre: Who's....., please?
Lee: Lee Sang Yop
Pierre: One moment, Mr Lee, I'll put you.....

2 Pierre: Customer services, good afternoon.
Emma: Hello. Could I speak to Mrs Scott,..... ?
Pierre: I'm..... she's on the other line at the moment. Will you..... or can I take a.....?
Emma: No, I'll call..... later, thanks.

3 Pierre: Customer services, good afternoon.

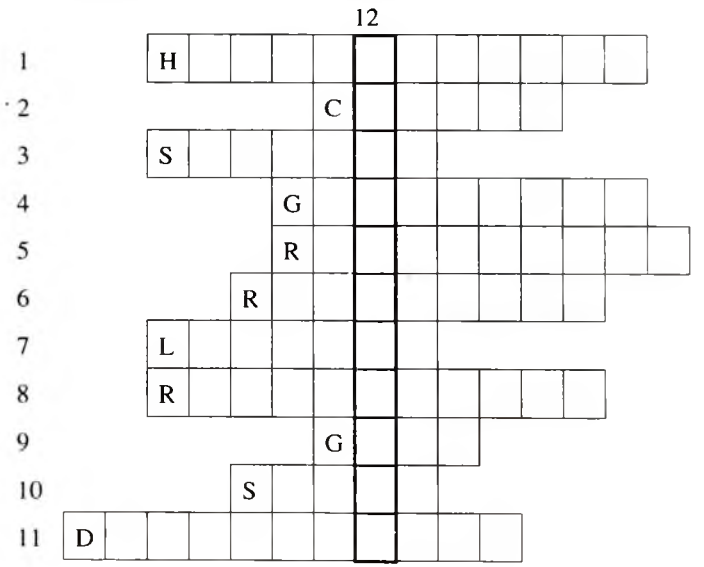
Marcus: Could I speak to Pierre, please?

Pierre: .....

Marcus: Oh hello Pierre..... is Marcus. I'm phoning about our order.

UNIT 3: MEETINGS

I. Complete the puzzle and find the key word in 12 down.



Across

1. I need a haircut. Is there a..... near by? (12)
2. There are 3 glasses and 3 hard tennis..... in the grounds. (6)
3. There's a..... restaurant here that does good fish dishes. (7)
4. The hotel's got a..... with weight training equipment. (9)

5. You can have a snack at the bar or a meal in the.....(10)

6. Please return your keys to..... when you leave. (9)

7. I want these trousers cleaned. Is there a..... service? (7)

8. My name's Ward, and I have a..... for 3 nights (11)

9. If you want to buy presents, there's a..... shop in the foyer. (4)

10. For a sandwich and a coffee, try the..... bar. (5)

11. In the evenings you can dance in the hotel..... (11)

Down

1. All good hotels offer this. (4, 7)

II. Write some suggestions for ways you could be more green at home or work.

.....

.....

.....

.....

.....

II. Look at the following objects. Write sentences about any definite plans you or your company have. Use *going to* and/ or *not going to*.

1. training courses
2. new products and services
3. new equipment
4. staffing changes
5. holidays

1. I'm going to do a course in business Japanese in September, but I'm not going to take any exams.

1. .....
2. .....
3. .....
4. .....
5. .....

III. Choose the right words in italics to complete the conversation.

Jane: We need to *argue/ discuss* (1) the problem of quality with the new LT60 components. *Basic/ Basically* (2), we have two alternatives. We can either accept a wastage rate of 10% *or/ and* (3) we can delay the schedule and redesign the component. *Any/ some* (4) views on this, Mark?

Mark: Yes, the important thing here is the timing. The customers can't wait any longer for this product. It's 90% OK. I *think/ propose* (5) we should go ahead with production.

Jane: How do you *think/ feel* (6) about that Tom?

Tom: *I/ I'm* (7) disagree. Waste costs money. We need zero defects.

Mark: But we haven't got time. *Aren't/ Don't* (8) you agree, Jane?

Jane: I'm sorry, but I think Tom *has/ is* (9) right. I don't think we should start production until the design is OK.

UNIT 4: COMPANY

I. Read this company profile about the Italian white goods producer Candy-Hoover, and complete the text using the words in the box.

competitors	*brands*	*head office*	*products*
companies	*turnover*	*employees*	

With its..... (1) in Brugherio near Milan, Candy- Hoover is one of Italy's most famous..... (2) It is a family business with 6,700..... (3) and a large range of different..... (4), such as cookers, dishwashers, and washing machines. Its..... (5) include Hoover, Rosieres, and Iberna. The market for electrical domestic appliances is a very difficult one to be in and Candy-Hoover has many..... (6) in Europe and the Far East, such as Whirlpool, Electrolux, and Moulinex. Worldwide..... (7) is about $470 million with 80% of sales in Europe.

II. Decide whether the verbs refer to general activities or current projects. Put the verbs into the Present Simple and Present Continuous.

Our company was founded fifteen years ago, and we *manufacture* (manufacture) and.....(supply) clothing to large organizations such as the police, hospitals, and so on. We always..... (spend) a long time talking to the customers to find out their needs. At the moment we..... (produce) an order for 18,000 shirts for the police. The next order is for a local electronics factory, and our head designer..... (have) discussions with them to find out what sort of clothes they..... (require).

III. You are talking to someone about their company. Make questions about the words in italics in their answers like this:

1 A: Who do you work for?
B: I work for *Calloway Golf*.

2 A:.....
B: We're in the *sports business*.

3 A:.....
B: We make *golf clubs*.

4 A:.....
B: Our headquarters are in *California*.

5 A:.....
B: Our main markets are in the *USA*.

6 A:.....
B: We employ about *2,000* people.

I. Read this advertisement and complete it with words and phrase from the box.

a. outstanding feature	*d. pockets*
b. grid frame	*e. it won't fall over when you pull it*
c. solidly constructed	*f. through crowded spaces*

The carry- on garment bag you don't have to carry

First of all, it's a garment bag that not only hangs and fits into overhead compartments, but rolls.....(1) on two wheels that glide easily over carpet, hard flooring and tarmac. The pulling handle is on the side of the bag so.....(2)

It's.....(3) of a strong, light material. The genuine leather handle is both long-lasting and attractive. Its..... (4) accommodates more clothing with less wrinkling, and also makes the bag stand upright when you set it down, instead of sagging like many hanging bags. It has.....(5) for shoes and shirts and a wide zippered compartment to hold your passport, tickets and luggage straps.

Its most..... (6) is that a bag that makes travelling so much easier is yours for the low price of $89.

IV. Complete this table

Adjective	Comparative	Superlative	Noun
long	longer	the longest	length
.....1	2	3	depth
high	4	5	6

wide	7	8	9
.....10	11	the heaviest	12

Now complete the following sentences using words from the table above.

1. The Seto-Ohashi Bridge is 12.3 km.....
2. The drilling equipment for the Channel Tunnel was 575 tonnes in.....
3. The..... running race at the Olympics is the marathon.
4. The CN Tower in Toronto is 533.54 m.....; that's more than 100 m..... than the Empire State Building.
5. The area of a rectangle is the..... multiplied by the.....
6. The gold mines of South Africa go down to a maximum..... of 3,500 m.

V. Read the information about computer hardware, then complete the questions and answers.

Apple Macintosh, Performa 6200 system

	Weight	Height	Width	Length
CPU	8,6kg	10.9cm	32cm	41.9cm
Keyboard	250gm	2.5cm	14.2cm	41cm
Mouse	15gm	2.75cm	6cm	10.3cm

1 What is the..... of the CPU?
It's 10.9 cm.....

2 How..... is the CPU?
It's..... 8.6 kg

3 What is the..... of the mouse?
It's 6 cm.....

4 How..... is the mouse?
It's 10.3 cm.....

5 How much does the keyboard.....?
The..... of the keyboard is 250gm.

I. Put the verb in brackets into the correct tense to complete thes sentences like this:

1. In 1915 the name 'Volvo' was used (*use*) for the first time as a trad name.
2. In 1927 the name..... (*apply*) to a range of cars.
3. Before World War Two, Volvo cars..... (*design*) onl for Sweden.
4. The Carioco..... (*name*) after a Latin American dance.
5. The PV 444..... (*love*) by Americans.
6. The P1800..... (*advertise*) in a TV series.

II. Write a short paragraph describing a system or process yo know well. You may find the following linking words helpful.

First of all,... Then,... Next,... After that,... Finally,...

.....

.....

.....

.....

.....

.....

III. Read this information about DHL, a company that deliver parcels and documents worldwide. Put the verbs into the preser simple passive.

DHL FROM START TO FINISH

One phone call is all it takes to get your shipment moving.

Quick off the mark

As soon as you book your shipment over the phone, your details *are programmed* 1 (program) into the DHL system. Within minutes, a courier receives a pick-up message.

Rapid collection

The data.....2 (transfer) to a printer in the van, so our driver will know where you are. Your consignment..... 3 (collect), and a bar code scanner..... 4 (use) to record all the details of the shipment. That shipment..... 5 (drive) to a DHL centre, where the most suitable air route..... 6 (choose).

Prepared for take off

Your shipment..... 7 (check in) by DHL ground staff at the airport, and they make sure that it.....8 (load) onto the right flight.

Satellite technology

While the plane is in the air, all the details of the shipment.....9 (transmit) to the local DHL import agents. As soon as the plane lands, the information.....10 (give) to customs.

Personal delivery

As soon as your shipment..... 11 (clear), it (12) (deliver) to its final destination. All the information about delivery..... 13 (hold) on computer, allowing you to check delivery with one quick phone call.

IV. Put the verbs in brackets into the correct passive form, as in the examples

The buildings *are inspected* (inspect) regularly by the Fire Officer.

All electrical equipment *is checked* (check) every two weeks.

FIRE REGULATIONS

When a fire..... (discover), the alarm..... (sound) and fire doors..... (close) automatically. As soon as the alarm goes off, employees..... (require) to leave the building by the nearest exit, and to proceed to the assembly point. The Fire Brigade..... (contact) automatically, and employees..... (request) to wait until they..... (tell) it is safe to return to the building. Fire drills..... (conduct) regularly to ensure everyone is familiar with the system. All employees..... (oblige) to take part and records..... (keep) by the Fire Officer.

V. Make questions about the history of BASF. First read the answers then complete the questions, as in the example.

When did BASF start trading in Germany?

It started trading in Germany in 1865.

1. What happened.....
.....?

BASF began industrial-scale production of polystyrene in 1930.

2. When.....
.....?

It launched its famous magnetic tape in 1935.

3. What division.....
.....?

It established a pharmaceutical division in 1968.

4. Where.....
..... in 1989?

It opened an environmental control centre in Ludwigshafen, Germany.

5. Which anniversary.....
..... in 1995?

It celebrated its 25th anniversary.

UNIT 7: BUSINESS TRAVELS

I. Write a short paragraph about the arrangements that have been made for the CEO of a major American bank to open the new European HQ in London.

18 JUNE	9.00	Arrive at Heathrow
	10.15	Meeting with Executive Vice-Presidents
	1.00	Lunch with officials from Department of Trade and Industry
	3.00	Official opening of new office in Threadneedle Street
	7.00	Speech: '*Financial Deregulation in the EU*'
	8.00	Dinner at the Guildhall
19 JUNE	11.30	Return flight to New York (Concorde)

II. Look at the chart and make sentences about the groups of people using have to, don't have to, or can't.

	OBLIGATION	NO OBLIGATION	PROHIBITION
airline pilots	have good eyesight	work office hours	drink before flying
union members	pay a subscription		work during the strike
university teachers	be graduates	be qualified teachers	
army officers	go to training college		go on strike
police officers	be over 1.75m tall	carry guns (UK)	

1 A *Airline pilots have to have excellent eyesight.*
B *They don't have to work office hours.*

2 A Union members.....
B.....

3 A University teachers.....
B.....

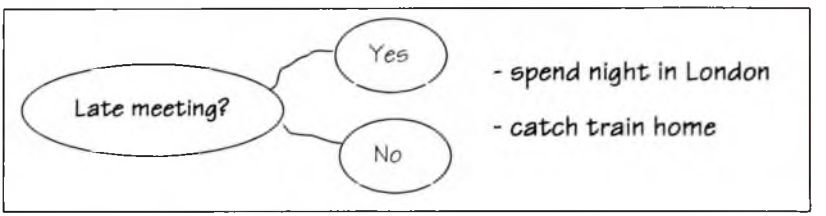
4 A Army officers.....

B.....

5 A Police officers.....

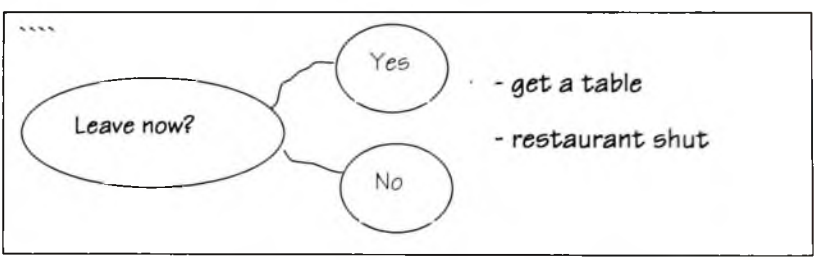
B.....

III. Look at the note about each situation. Then put the verbs ii brackets into the correct tense.



A If the meeting (finish) late, I (spend) the night in London.

B If the meeting (not finish) late, I (catch) the train home.



A If we (leave) now, we (get) a table at the restaurant.

B If we (stay) here for much longer, the restaurant (shut).

I. Now change these sentences from the letters into more informal telephone dialogue.

1. We would like to apologize for the delay.

.....

2. I look forward to meeting you on 23 January.

.....

3. I regret to inform you that your order will be three days late.

.....

4. I will be pleased to send you some more information, if you require it.

.....

5. I hope you will have a pleasant trip to the USA.

.....

II. Complete the table showing the adjectives and their comparative and superlative forms.

valuable	*more valuable than*	*the most valuable*
.....	.....	the most expensive
good	.....	.....
.....	wealthier than	.....
.....	.....	the biggest
narrow	.....	.....
.....	cheaper than	.....
.....	.....	the worst
profitable	.....	.....
.....	longer than	.....
.....	.....	the most interesting

III. Write sentences comparing the following items:

1 The job I do now/ my last job
(hard to do).....
(easy to do).....

2 Inflation this year/ it was last year
(high).....
(low).....

3 Our company/ our main competitor
(large).....
(small).....

UNIT 9: DEALING WITH PROBLEMS

I. Read the complaint below and write a letter of reply on behalf o the company to satisfy the customer.

I travel a lot in my job and have used your airline regularly. I had always been pleased with the service, until my last flight.

First of all, the flight (AV673 to Athens at 06h00 on 30 June) was delayed by over two hours. Consequently, I was late for an important meeting. Secondly, although we were given breakfast, there was no tea or coffee. Finally, on top of everything, when I reclaimed my suitcase, I found that it was quite badly damaged and the handle had been pulled off.

I reported my dissatisfaction to your ground staff at Athens airport, but I have not heard anything from you. I'm sorry to say that I will be very reluctant to fly with your airline again.

II. Think of an occasion when you were dissatisfied with the qualit of a product or service received and write the type of reply yo would have liked to receive.

III. Answer the following questions using the second conditional.

What would you do if...?

1. ... you invented a new product?

.....

2. ... you lost your job?

.....

3. ... you were offered a job in Saudi Arabia for five years?

.....

4. ... your company's main competitor offered you a good job?

.....

5. ... you lost all your money and credit cards?

.....

IV. You are flying to England next Monday to visit Sally at Autospark. You have some problems. Make a decision in each case, using I' ll, as in the example.

1. You want to stay at the Palace Hotel in *Manchester*, but it's fully booked.

I'll stay at the Hilton instead.

2. There aren't any more business class seats on your flight.
3. You remember that it's your wedding anniversary next Monday.
4. You hear that your airline is going to strike next Monday.
5. Now you hear that the taxi drivers in Manchester are going on strike.
6. It's Sunday. Sally's assistant Rosalind calls to say that Sally is ill.
7. It's Monday. You wake up and look at your alarm clock. Your plane to Manchester left 20 minutes ago.

V. Match the two halves of these sentences.

1. If we offered you the job,...
2. If I need any help,...
3. If his references are OK,...
4. If you don't like the terms and conditions,...
5. If the printer breaks down,...

6. If you have time,...
7. If I have a beer at lunch time,...
8. If you meet the deadlines,...
9. If he stopped complaining all the time,...
10. If I spoke better English,...

a. we won't fall behind schedule.
b. we'll offer him the job.
c. we'll show you round the factory.
d. I might get promoted.
e. we'll call maintenance.
f. when would you be able to start?
g. he'd be much nicer to work with.
h. I'll contact you.
i. don't sign the contract.
j. I feel sleepy all afternoon.

UNIT 10: DEVELOPMENTS

1. Complete the sentences with a word from the box below

borrowed made gave invest owned saved spent wasting

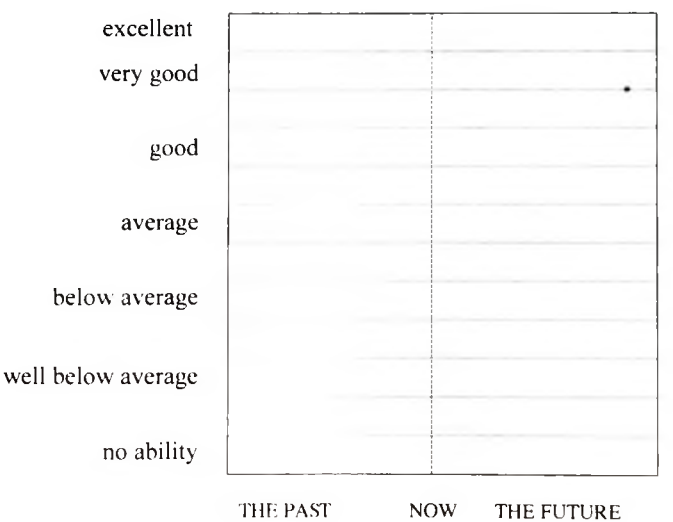
1. In 1990 the group..... £4m from investments in overse companies.
2. The accountants advised us to repay 15% of what we..... to tl banks.
3. The shareholders criticized the board for..... so much money (unnecessary trips abroad.

4. The company..... £5,000 to a local school to set up a computer department.
5. My stockbroker suggested I should..... in a South East Asia Unit Trust.
6. The government..... over £3.5m on a research and development project.
7. The government..... £6.5 billion from the IMF for a construction project.
8. We..... £323,500 in administrative costs by reducing the number of office staff.

II. Draw a graph representing your English ability.

- How good was your English in the past?
- How is it now?
- What will it be like in the future?

Tell your partner about it.



III. Rewrite the sentences using verbs and adverbs.

1. There was a sudden fall in March.
   In March the shares fell.....
2. There was a considerable fall in July.
   In July they fell.....
3. There was a steady improvement in September and October.
   In September and October they improved.....

PREDICTIONS

Unemployment	*This month's rate*	*Forecast for next month*
Australia	4.7%	4.7%
Denmark	9.8%	9.5%
France	11.5%	11.5%
Norway	4.6%	5.0%
Spain	15.4%	15.4%
Switzerland	4.0%	4.2%

IV. Look at the forecasts for unemployment rates in different countries. Make predictions using will or won't and the words given, as in the example

increase/ Australia

Unemployment won't increase in Australia.

1. go up/ Denmark

.....

2. fall/ France

.....

3. raise/ Norway

.....

4. remain steady/ Spain

.....

5. decrease/ Switzerland

.....

GLOSSARY

A

an **abbreviation** a short form. *Ad* is an abbreviation for *advertisement*.

Absent: away, not at work

We have access to that information = we can get it.

an **accessory** an extra item added to a product that is useful, but not essential (*car accessories*).

accommodation a place to stay (*please arrange hotel accommodation*).

an **account** a record of the money that a business receives or pays out.

to **achieve** to be successful, to reach an objective or goal.

an **advantage** a good point, a strength. Opposite = a **disadvantage.**

an **advertisement** publicity designed to sell a product or service (*newspaper advertisements*). Also **to advertise, advertising.** Abbreviations: **advert, ad.**

to **advise** to make helpful suggestions or recommendations; or, more formally, to inform (*Please advise us of your arrival date*). Also **advice.**

an **affiliate** a company which is connected to a larger company.

an **agenda** a list of things to discuss at a meeting.

an **agent** a person or company that represents the interests of another company in a market. Also **an agency AGM** Annual General Meeting.

an **alternative** a choice, an option.

to **apply** to ask for something, ofaficially and in writing (*I've applied for a US visa; he's applying for another job*).

to **appoint** to choose somebody for a job.

an **appointment** an arrangement to meet somebody at a particular time.

to **assist** to help. Also **an assistant.**

to **attract** to create interest (*Good shop window displays attract customers*).

an **auditor** a person who examines a company's accounts, usually yearly, to see that they are in order.

average *The average of 4, 5, and 9 is 6*

to **award** to give a prize or

certificate. Also **an award.**

an **axis** a fixed reference line for measuring on a graph (*vertical/horizontal axis*).

B

a **benefit** an advantage (*We offer a good salary and other benefits, such as a company car*).

a **board** (board of directors) the group of people who control a company.

a **bonus** an extra sum of money paid to an employee (*a productivity bonus*).

a **brand** a particular make of goods or their trademark.

a **branch** an office or shop that is connected to a larger company.

to **break down** to stop working (*This machine has broken down. Can you repair it?*). Also **a breakdown.**

to **break even** to make neither profits nor losses on a business or product.

a **breakthrough** an important scientific or industrial discovery.

to **bribe** to offer an illegal commission (*He obtained his competitor's plans by bribing a security guard*). Also a **bribe.**

to **brief** to inform (*Could you brief us on the progress of your project?*).

a **brochure** a small book with pictures which gives information or advertises.

a **broker** a person who buys and sells things or (financial) services; a **stockbroker**; an **insurance broker.**

a **budget** an amount of money set aside for a special purpose (*the advertising budget*). Also **to budget.**

a **bumper** a part of a car at front and back which protects it in small accidents (US English: **fender**).

a **campaign** a plan to do a number of things in order to achieve an objective (*an advertising campaign*)

to **cancel** to stop.

C

capital money used to start a business. Also **capital expenditure** = money spent on building, equipment, etc.

cash money that is ready to spend, e.g. in notes and coins.

cash flow the movement of cash in and out of a business.

CEO (Chief Executive Officer) the head of a company.

a **chairman** the person who controls a meeting. Also **to chair.**

charity an organization that helps poor or sick people (*the International Red Cross*).

CIA the Central Intelligence Agency.

CIF an export price including Cost, Insurance and Freight.

a **clause** a paragraph, section, or part of a legal contract.

a **client** someone who receives a service.

colleagues people who work together in the same organization.

a **commercial** a TV advertisement.

a **commuter** a person who travels a long distance from home to work every day. Also **to commute.**

a **competitor** another company operating in the same area of the market. Also **to compete; competition; competitive.**

to **compile** to collect and arrange information (*compiling statistics*).

a **component** a part of a product.

to **compromise** to change a negotiating position in order to reach an agreement (*They wanted 10% and we wanted 6%, so we compromised and agreed to 8%*). Also **a compromise.**

to **confirm** to say something is true or correct. Also **confirmation.**

to **construct** to build. Also **construction**

a **consumer** a person who buys goods or services. Also **consumption.**

convenient fitting in well with people's needs or plans, giving no problems (*Is 3.30 on Friday a convenient time?*).

core main, central, basic (*core markets, core business*).

costs expenses, the money that has to be spent: *sales costs, energy costs*. Also **to cost** = to require a certain price to be paid. (*This book costs £10.00*); or to estimate costs (*We need to cost the packaging*).

a **courier** a person or company that carries urgent letters or important papers.

a **crate** a box or container for goods.

a **credit** a payment made into an account. Also **to credit.**

a **currency** the money system of a country (*The currency of the USA is the dollar*).

a **curriculum vitae** a career resume showing education and previous work experience. Abbreviation: **CV.**

customary usual practice, normal.

to **cut** to reduce (e.g. prices or budgets). Also **cuts, cutbacks.**

D

data information.

a **deadline** a time or date before which something must be done.

a **debt** money one has borrowed and must pay back; money owned. Also **debtors** = people or companies that owe money.

demand how much customers want goods or services. (*A rise in demand will result in a rise in supply or a rise in prices*).

a **discount** a price reduction (*There's a 5% discount on large orders*).

to **dismiss** to stop employing someone, to sack or fire.

to **distribute** to send goods into a market. Also a **distributor, distribution.**

domestic business inside your own country (*the domestic market*).

a **donation** an amount of money given away (*a donation to charity*).

due expected (*Payment is due on May 3rd*) or because of (*The increase in sales was due to* the orders from Japan).

duty tax paid importing goods

to earn to get money, by working or as a return on an investment. Also **earnings** = returns; profit on an investment.

E

economical saving money (*Get a smaller car. It's more economical*)

an **economy** a country's finances, trade, industry (*The Soviet economy entered a crisis in the 1980s*). Also **economic.**

EDP Electronic Data Processing.

efficient working well and quickly, producing a good result in the minimum time. Also **efficiency.**

effective producing the result that you want (*This year's advertising has been expensive but extremely effective*).

to **employ** to give work to someone (*We employ 150 staff*). Also **employer** (the company); **employee** (the worker); **employment** and **unemployment.**

to **enclose** to put something in an envelope with a letter. Also **enclosed.**

enhanced made better, improved.

to **enquire** to ask questions to get information. Also **enquiry.**

to **establish** to set up, to begin; or to find out, to discover (*to establish the facts*).

an **establish** a judgement about the cost of something (*I don't know exactly how much it will be, but I can give you an estimate*). Also to **estimate.**

EU European Union.

to **exceed** to be more than, to go

above

expenses money spent for a particular purpose (*traveling expenses*).

exports goods sold abroad. Also **to export**

F

facilities rooms, equipment or services.

a **fault** a defect or mistake. Also **faulty**

FBI Federal Bureau of Investigation.

a **feasibility study** a study to see if something is possible, or will work, or will be profitable.

a **feature** an important part of something (*Here are some of the features of our new model*). Also **to feature.**

to fire to sack, to dismiss, to stop employing something someone.

a **fleet** a group of ships, cars or lorries (*we have 77 ships in our fleet*).

FOB (Free On Board) an export price which excludes the cost of shipping.

a **forwarding company** a company in the business of transporting goods.

a **fraud** a crime where money is obtained by lying, or by hiding the truth.

freight carrying goods from one place to another (*air-freight*).

G

GB Great Britain.

GDP (Gross Domestic Product) the annual total of goods produced, and services provided, for one country

a **goal** a purpose, aim or objective.

grateful thankful (*I'd be grateful if you could send me...*).

gross before anything is taken away; (*gross profits* = profits before tax). Opposite = **net.**

a **guarantee** a promise to repair or replace a product if it is not satisfactory.

H

headquarters the main office of a company. Abbreviation: **HQ.**

to **hire** to use something for a short time in return for money. Also to recruit new staff.

a **holding company** a company controlling shares in a subsidiary.

I

IBM International Business Machines

ICI Imperial Chemical Industries

IMF International Monetary Fund

to **implement** to start using a plan or system. Also **implementation.**

imports goods bought from abroad. Also **to import.**

to **improve** to make better, get better. Also **improvement.**

an **incentive** something (e.g. money) that encourages people to do things.

inflation the general increase in the price of goods and services.

to **install** to put equipment in place so it is ready to be used.

interest money charged (e.g. by a bank) for borrowing money.

inventory stocks of goods.

to **invest** to spend money in order to make a profit, e.g. buying machinery for a factory, or shares in a company.

an **invoice** a list of goods sold, with a request for payment. Also **to invoice.**

an **item** a subject, a thing (*An item on the agenda*).

an **itinerary** a plan for a visit or a journey, showing places, dates, times, and people to see.

J

JAL Japan Airlines

a **joint venture** a co-operative operation between two companies, sharing expertise, resources, etc.

L

to **launch** to introduce a product to a market.

leading in the first position, in front of the competition.

to **lease** to rent or hire. Also **a lease** = the written agreement to lease

a **letter of credit** a bank document arranging a payment for goods.

a **lift** a machine for moving from one floor of a building to another (US English: **elevator**); or free transport (*I'll give you a lift to the office*).

a **load** *What's this lorry's maximum load*? = the maximum it can carry. Also **to load** = to put goods onto a lorry, train, ship, plane, etc.; **a loading bay** = the place where lorries are loaded.

located positioned, placed, situated. Also **location.**

a **loss** the money lost by a business; total sales minus total costs (if this figure is negative).

M

mail order buying or selling goods by post.

to **maintain** to keep in good working order. Also **maintenance**

a **manual** a book that explains how to operate something.

to **manufacture** to produce, in large quantities with machinery.

a **margin** the amount of profit that a company makes on something.

a **market** a geographical area, or a section of the production, where you can sell products.

mass production production in large quantities, on a large scale.

MBA Master of Business Administration.

to **merge** to joint together, (usually two companies). Also **a merger**.

a **mile** 1.6 kilometres

a **model** one of the products that is made by a company (*The Mondeo has been one of Ford's most successful models*).

multinational a company with operations in many countries.

multimedia using different methods of communication (a multimedia presentation).

N

to **negotiate** to bargain, to reach an agreement by discussion. Also **(a) negotiation.**

net after everything is taken away (*net profit* = profit after tax and other deductions). Opposite = **gross.**

a **network** a group of people or machines which work together closely (*Our network of agents covers the country*).

O

an **objective** a target or goal.

an **occupation** a person's job.

OECD Organization for Economic Cooperation and Development.

OPEC Cooperation of Petroleum Exporting Countries.

output the amount that a person, machine or factory produces.

to **outsource** to pay another. company to supply services (*We can stop employing security guards and outsource the work*). Also **contract work out.**

overheads money a company spends on things like pay, electricity, rent, etc.

overseas in, to or from another country.

to **owe** to be in debt (*We borrowed £5m and we've paid back £3m, so we still owe £2m*)

to **own** to possess, to have something as one's property. Also **owner, ownership.**

P

to **pack** to put in boxes or containers ready for sale. Also **a pack** = the box a product is sold in; **packing** = materials that protect a product during transport.

a **penalty** a punishment for breaking a contract.

personnel employees, staff. Also the section of a company dealing with staff matters, such as

recruitment or training.

(a) **plant** a factory, or the machinery that is in a factory.

a **policy** usual rules for doing things (*a no smoking policy*).

a **pool** a common supply to things. (*a car pool* = where cars are available when people need them).

to **postpone** to delay, to put something off to a later date.

premises buildings, offices, property.

to **privatize** to change the ownership of a company from the government to a private company. Also **privatization**. Opposite: **nationalization.**

to **produce** to make or manufacture. Also **a product** = the thing you produce; a **product manager** = the person responsible for the **production** and marketing of a product; production = the activity of producing; **productivity** = the efficiency of production.

a **profit** the money made by a business: total sales minus total costs (if this figure is positive). Also **profitable** = making a profit; **a profit and loss account** = a company's trading figures, usually for one-year period.

to **promote** to give someone a more important job; or to organize an advertising event. Also **promotion.**

a **prototype** the first model or design of a new product

to provide to offer, to give (*We provide a 24-hour emergency service*).

public relations the work of distributing information to give a good impression of an organization. Abbreviation: **PR.**

to **purchase** to buy.

Q

qualified having the right education and experience for a job. Also **a qualification.**

quality how good or bad thing is.

to **quote** to give an estimate of the cost of products or services. Also **a quotation.**

R

a **range** a group of products sold by one company

a **rate** how fast something happens (*rate of inflation*); the level of something (*interest rates, exchange rates*).

a **receipt** a document showing you have paid for something.

to **recover** to get better after a difficult period. Also **recovery.**

to **recruit** to employ or take on new staff. Also **recruitment.**

redundant no longer needed, dismissed, without work. Also **redundancy.**

reference *with reference to...* (in a letter)= concerning, about. Also **a reference** = a recommendation from an employer.

to **refund** to pay back money spent (*if you are not satisfied with this product we will refund you*).

to **register** to give your name when you arrive somewhere.

to **reject** to say 'No' to a proposal, idea, offer, etc.

reliable consistently good in quality or performance or work.

to **rent** to hire, to borrow something in return for money. Also **rent** = the money paid to rent something

a reservation a booking (*a hotel reservation*). Also **to reserve.**

to **resign** to give up or to leave a job.

a **retail** outlet a place where goods are sold to the public, e.g. a shop or company that sells to the public;

the **Retail Price Index** = an index to measure inflation. Abbreviation: **RPI.**

retained kept, saved (*The retained profit is added to the company's reserves).*

to **retire** to stop working at the end of a career, usually aged about 60.

a **return** profit, earnings on an investment.

to **review** to re-examine, to consider, in order to improve (*We're reviewing our distribution arrangements*).

S

to **sack** to dismiss, to fire, to stop employing someone.

a **salary** a payment for doing a job.

a **sales prospect** a possible customer.

a **sales representative** a person in a company who sells products to distributors or customers in a certain market. Abbreviation**: a sales rep.**

a **schedule** a timetable. Also **to schedule.**

(a) **share** a part, a fraction (*We have increased our market share by 2%*); part of a company (*We have 51% of the shares, so we control the company*). Also a **shareholder** = a person who owns shares.

to **shelve** to postpone, to delay, to stop (*We had very little money left, so we had to shelve the project*).

to **ship** to transport, by sea or air. Also **a shipment** = the goods being transported.

to **shortlist** to reduce a large number of alternatives to a short list.

a **shortage** a situation where there is not enough of something (*Low*

rainfall has caused a water shortage)

to sign to write one's name on a document. Also a **signature.**

single not married (*He's single*); for one person (*a single room*); in one direction only, (*a single ticket*).

a **skill** an ability that is necessary to do a job well (*computer skills*)

sound secure, certain, steady.

specifications details and instructions describing design and materials (*product specifications, building specifications*).

staff the people who work for a company, its personnel, its employees.

a **stake** a number of shares in a company.

stock goods in storage waiting to be sold; components in storage waiting for use in manufacturing.

a **strategy** a plan you use in order to achieve something (*a strategy for reducing inflation*). Also **strategic.**

a **strike** the organized stopping of work by employees (*a strike for higher wages*).

a **subsidiary** a company that is controlled by another company (*NV Philips owns over 50% of Philips UK; so Philips UK is a subsidiary of NV Philips*).

to **supply** to provide customers with goods. Also **a supplier support** help, assistance.

switchboard a place in a large office where telephone calls are connected.

T

to **take over** to take control of a company by buying a large numbe of its shares. Also **a takeover.**

a **target** a result one wants, a goal o objective.

a **task** a job, a piece of work

trade buying and selling. Also **a trade balance** = the difference in value between a country's imports and exports.

to **train** to teach somebody how to do particular job. Also **trainee, trainer, training.**

to **transfer** to move from one place to another.

a **trend** a pattern of change, a general movement (*a downward trend in the market, etc.*).

turnover the total sales of a company. Also **staff turnover** = the rate of staff leaving and joining a company.

U

urgent needing immediate attentior

V

VAT Value Added Tax.

VDU (Visual Display Unit) the

screen of (for example) a computer.

VIP Very Important Person.

a **volunteer** a person who asks or offers to do a job (*I volunteered to work late*).

W

a **wage** a payment for doing a job, usually paid weekly to manual workers.

a **warehouse** a large building where goods are stored.

WHO World Health Organization

wholesaler a person or organization that buys and sells in large quantities. Also **wholesale.**

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NHÀ XUẤT BẢN HÀ NỘI
4 - TỐNG DUY TÂN, QUẬN HOÀN KIẾM, HÀ NỘI
ĐT: (04) 8252916, 8257063 - FAX: (04) 8257063

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